Avaya Solution & Interoperability Test Lab

Application Notes for Informatec UMB Informatec with Avaya IP Office – Issue 1.0

Abstract

These Application Notes describe the configuration steps required for Informatec UMB Informatec to interoperate with Avaya IP Office. Informatec UMB Informatec is a hospitality messaging system.

In the compliance testing, Informatec UMB Informatec used the SIP User and Configuration Web Service interfaces from Avaya IP Office to provide voicemail, wakeup call, name and user profile template change, room status, minibar, and weather forecast features.

Readers should pay attention to **Section 2**, in particular the scope of testing as outlined in **Section 2.1** as well as any observations noted in **Section 2.2**, to ensure that their own use cases are adequately covered by this scope and results.

Information in these Application Notes has been obtained through DevConnect compliance testing and additional technical discussions. Testing was conducted via the DevConnect Program at the Avaya Solution and Interoperability Test Lab.

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1. Introduction

These Application Notes describe the configuration steps required for Informatec UMB Informatec to interoperate with Avaya IP Office. Informatec UMB Informatec is a hospitality messaging system.

In the compliance testing, Informatec UMB Informatec used the SIP User and Configuration Web Service interfaces from Avaya IP Office to provide voicemail, wakeup call, name and user profile template change, room status, minibar, and weather forecast features.

The SIP User interface was used by Informatec UMB Informatec to provide basic hospitality features including voicemail, wakeup call, room status, minibar, and weather forecast. In the compliance testing, Informatec UMB Informatec emulated three virtual SIP users on Avaya IP Office. The three virtual SIP users were registered with Avaya IP Office, with the first two virtual SIP users configured as members of several hospitality groups. Incoming calls to the hospitality groups were delivered over an available virtual SIP user to Informatec UMB Informatec. The calling and called information from the SIP packets were used by Informatec UMB Informatec to determine the type of call and hence the service to provide. Informatec UMB Informatec used the Conaito VoIP SIPActiveX SDK to support all SIP communications.

For the voicemail coverage scenarios, voicemail messages were recorded and saved on Informatec UMB Informatec. Two short codes were configured on Avaya IP Office, and dialed by a third virtual SIP user to activate/deactivate the Message Waiting Indicator (MWI). In the compliance testing, the third virtual SIP user was configured for MWI activities.

Informatec UMB Informatec has a Property Management System (PMS) tool, CHECK-INS AND CHECK-OUTS MANAGER VIA IP, which was used in the compliance testing for initiation of check-in, check-out, and room change requests. Two user rights templates were set up on Avaya IP Office for use with check-in and check-out guests, and Informatec UMB Informatec used the Configuration Web Service to send updates to Avaya IP Office on guest name and user rights template as part of the check-in, check-out, and room change process.

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2. General Test Approach and Test Results

The feature test cases were performed manually. Calls were made from local users to the various hospitality groups for various features. Calls were made from the PSTN to the hospitality voicemail group to verify remote retrieval of voice messages. The PMS tool was used to manually initiate check-in, check-out, and room change requests.

The serviceability test cases were performed manually by disconnecting and reconnecting the Ethernet connection to UMB.

DevConnect Compliance Testing is conducted jointly by Avaya and DevConnect members. The jointly-defined test plan focuses on exercising APIs and/or standards-based interfaces pertinent to the interoperability of the tested products and their functionalities. DevConnect Compliance Testing is not intended to substitute full product performance or feature testing performed by DevConnect members, nor is it to be construed as an endorsement by Avaya of the suitability or completeness of a DevConnect member's solution.

2.1. Interoperability Compliance Testing

The interoperability compliance test included feature and serviceability testing.

The feature testing focused on verifying the following on UMB:

- Registration of emulated SIP users.
- Voicemail recording, logging, and retrieval, with proper MWI activation/deactivation for users with digital and IP telephone types.
- Scheduling and delivering of wake-up calls, including retried attempts and escalation to staff.
- Proper handling of room status, minibar, and weather forecast calls.
- Use of Configuration Web Services to update guest name and user rights template associated with check-in, check-out, and room change requests.

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2.2. Test Results

All test cases were executed and verified. The following were observations on UMB from the compliance testing:

- The Conaito SIP stack used by UMB was sending infinite CANCEL messages to IP Office upon disconnect of a SIP channel involved in voicemail or MWI activity. The workaround implemented in UMB 7.2.15 is to re-register the involved SIP channel upon disconnect from the activity, and this will result in only one CANCEL being sent. UMB will continue to use this workaround implementation until the infinite CANCEL issue is fixed in a future Conaito load.

- For the weather forecast scenarios, the seventy degrees temperatures were played back as sixties due to the wrong recording content for English wave file "inf_Seventy.wav". Instructions will be provided to UMB 7.2.15 installers on how to manually fix the problem before an official fix is provided in the next UMB load.

2.3. Support

Technical support on UMB can be obtained through the following:

- **Phone:** +11 3868 6700, extension 4
- **Email:** supporte@informatec.com.br
- **Web:** http://www.informatec.com.br/pages.php?recid=47

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3. Reference Configuration

The configuration used for the compliance testing is shown below.

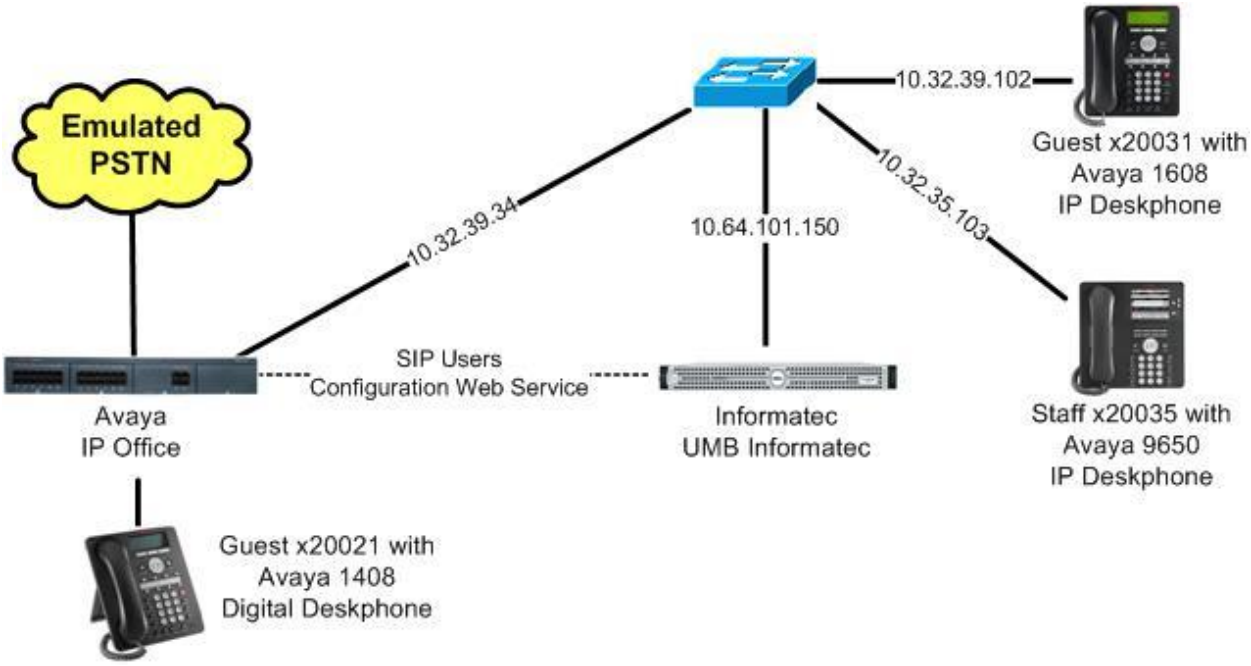

Figure 1: Compliance Testing Configuration

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4. Equipment and Software Validated

The following equipment and software were used for the sample configuration provided:

Equipment/Software	Release/Version
Avaya IP Office on IP500V2	9.0 SP1 (9.0.100.845)
Avaya 1408 Digital Deskphone	NA
Avaya 1616 IP Deskphone (H.323)	1.343A
Avaya 9650 IP Deskphone (H.323)	3.212A
Informatec UMB Informatec on Microsoft Windows 7 Professional • Conaito VoIP SIPActiveX SDK • CHECK-INS AND CHECK-OUTS MANAGER VIA IP	7.2.15 SP 1 1.3.0.0 1.0.2

Testing was performed with IP Office 500 V2 R9.0, but it also applies to IP Office Server Edition R9.0. Note that IP Office Server Edition requires an Expansion IP Office 500 V2 R9.0 to support analog or digital endpoints or trunks. IP Office Server Edition does not support TAPI Wave or Group Voicemail.

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5. Configure Avaya IP Office

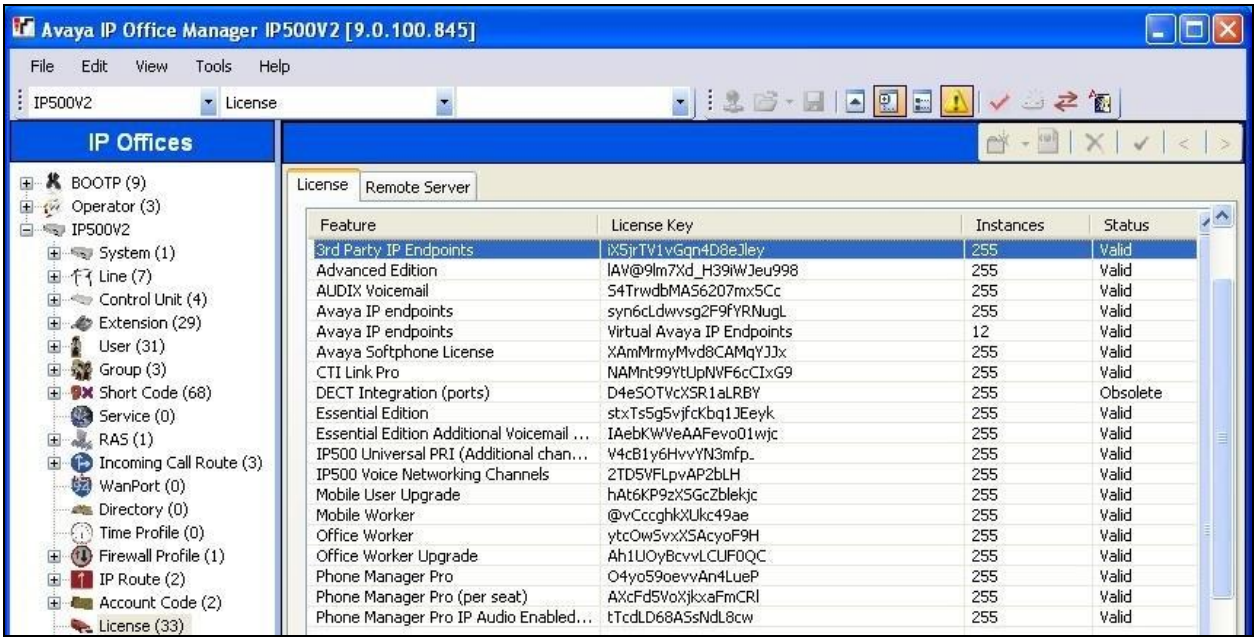
This section provides the procedures for configuring IP Office. The procedures include the following areas:

- Verify license
- Administer system voicemail
- Obtain LAN IP address
- Administer SIP registrar
- Administer SIP extensions
- Administer SIP users
- Administer hospitality groups
- Administer incoming call route
- Administer short codes
- Administer voicemail users
- Administer user rights
- Administer security service

5.1. Verify License

From a PC running the IP Office Manager application, select **Start → All Programs → IP Office → Manager** to launch the application. Select the proper IP Office system, and log in using the appropriate credentials.

The **Avaya IP Office Manager** screen is displayed. From the configuration tree in the left pane, select **License** to display a list of licenses in the right pane. Verify that there is a license for **3rd Party IP Endpoints** and that the **Status** is "Valid", as shown below.


Avaya IP Office Manager IP500V2 [9.0.100.845]
File Edit View Tools Help
IP500V2
License
IP Offices
BOOTP (9)
Operator (3)
IP500V2
System (1)
Line (7)
Control Unit (4)
Extension (29)
User (31)
Group (3)
Short Code (68)
Service (0)
RAS (1)
Incoming Call Route (3)
WanPort (0)
Directory (0)
Time Profile (0)
Firewall Profile (1)
IP Route (2)
Account Code (2)
License (33)
License
Remote Server
Feature | License Key | Instances | Status
3rd Party IP Endpoints | iX5jrTV1vGqn4D8eJley | 255 | Valid
Advanced Edition | lAV@9lm7Xd_H39iWJeu998 | 255 | Valid
AUDIX Voicemail | 54TrwdbMA56207mx5Cc | 255 | Valid
Avaya IP endpoints | syn6cLdwvsg2F9fYRNugL | 255 | Valid
Avaya IP endpoints | Virtual Avaya IP Endpoints | 12 | Valid
Avaya Softphone License | XAmMrmyMvd8CAMqYJJx | 255 | Valid
CTI Link Pro | NAMnt99YtUpNVF6cCIxG9 | 255 | Valid
DECT Integration (ports) | D4eSOTVcXSR1aLRBY | 255 | Obsolete
Essential Edition | stxTs5g5vjfcKbq1JEeyk | 255 | Valid
Essential Edition Additional Voicemail ... | IAebKWVeAAFevo01wjc | 255 | Valid
IP500 Universal PRI (Additional chan... | V4cB1y6HvvYN3mfp_ | 255 | Valid
IP500 Voice Networking Channels | 2TD5VFLpvAP2bLH | 255 | Valid
Mobile User Upgrade | hAt6KP9zX5GcZblekjc | 255 | Valid
Mobile Worker | @vCccghkXUkc49ae | 255 | Valid
Office Worker | ytcOw5vxXSAcyoF9H | 255 | Valid
Office Worker Upgrade | Ah1UOyBcvvLCUF0QC | 255 | Valid
Phone Manager Pro | O4yo59oevvAn4LueP | 255 | Valid
Phone Manager Pro (per seat) | AXcFd5VoXjkxaFmCRl | 255 | Valid
Phone Manager Pro IP Audio Enabled... | tTcdLD68A5sNdL8cw | 255 | Valid

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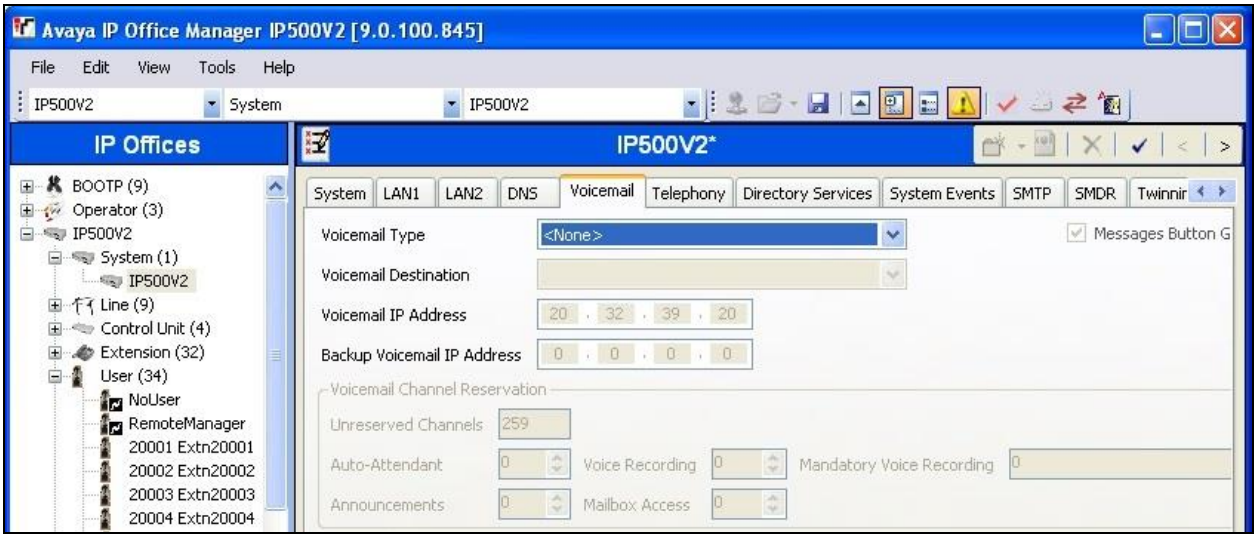
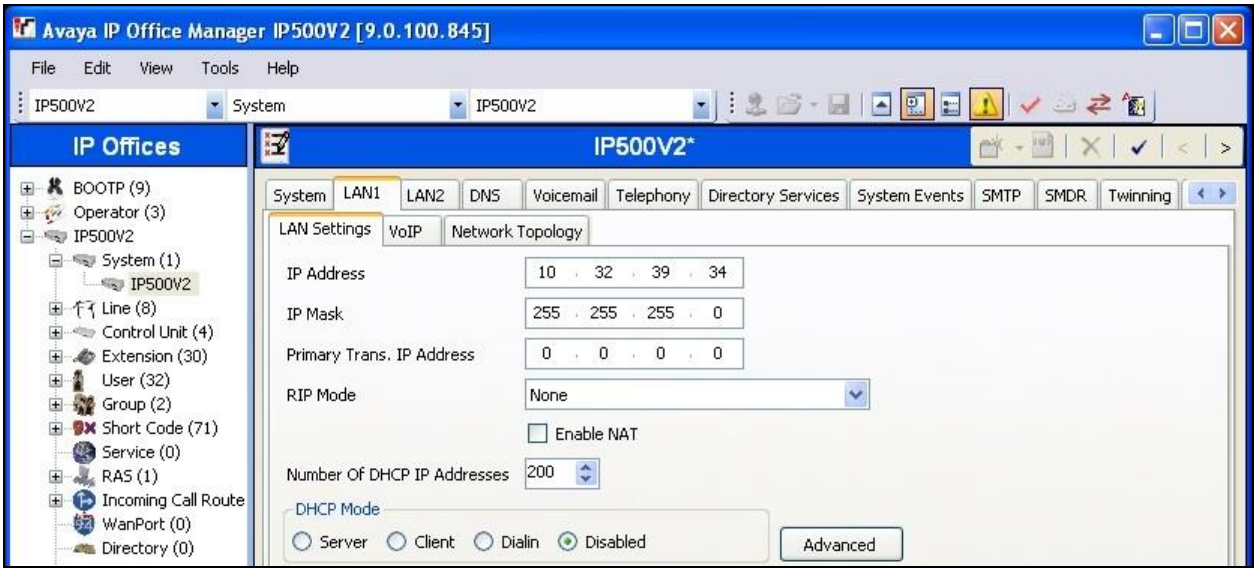
5.2. Administer System Voicemail

From the configuration tree in the left pane, select **System** to display the **IP500V2** screen in the right pane, where **IP500V2** is the name of the IP Office system. Select the **Voicemail** tab. For **Voicemail Type**, select "<None>" as shown below.



5.3. Obtain LAN IP Address

Select the **LAN1** tab, followed by the **LAN Settings** sub-tab in the right pane. Make a note of the **IP Address**, which will be used later to configure UMB. Note that IP Office can support SIP on the LAN1 and/or LAN2 interfaces, and the compliance testing used the LAN1 interface.



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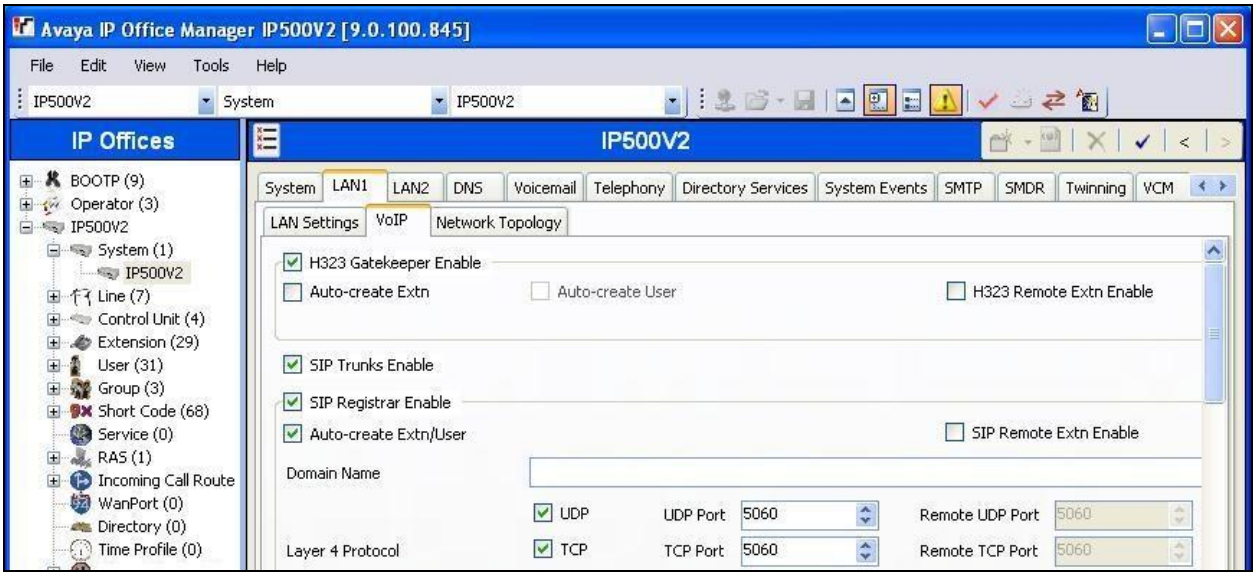
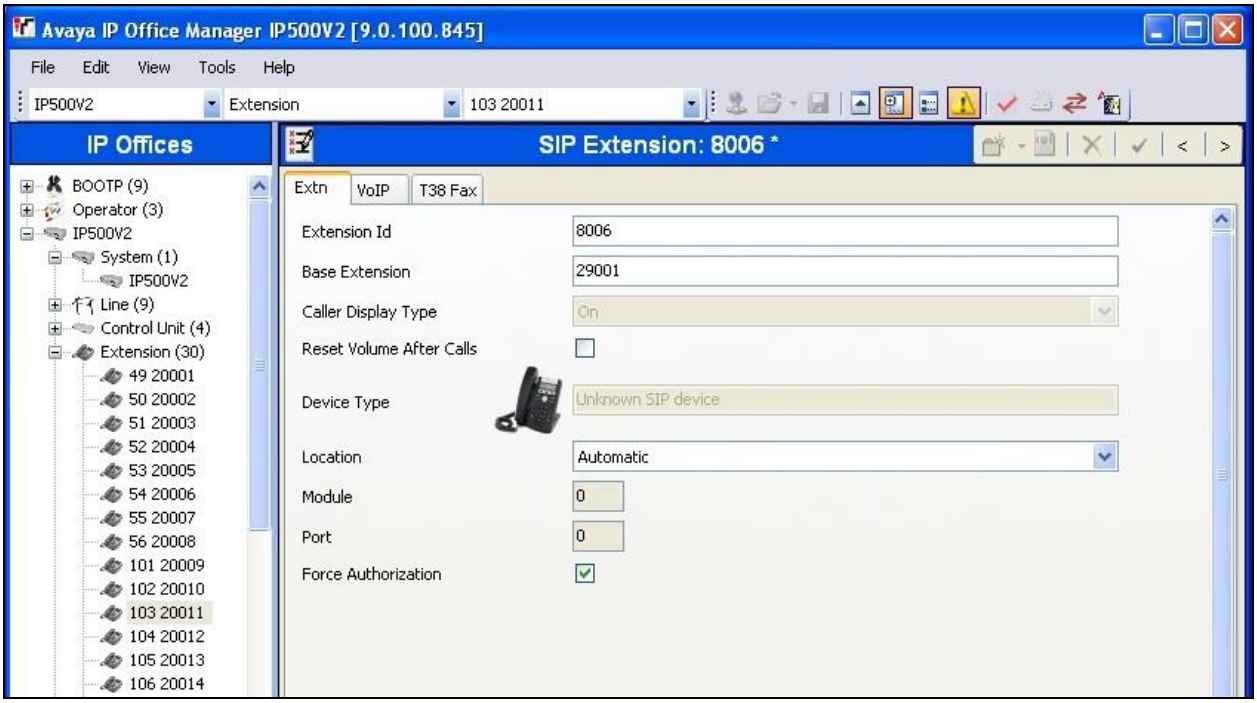
5.4. Administer SIP Registrar

Select the **VoIP** sub-tab. Make certain that **SIP Registrar Enable** is checked. A **Domain Name** can be entered for SIP endpoints to use for registration with IP Office. In the compliance testing, the **Domain Name** was left blank, so the LAN IP address was used for registration.



5.5. Administer SIP Extensions

From the configuration tree in the left pane, right-click on **Extension** and select **New → SIP Extension** from pop-up list to add a new SIP extension. Enter the desired digits for **Base Extension**, and retain the default values in the remaining fields.



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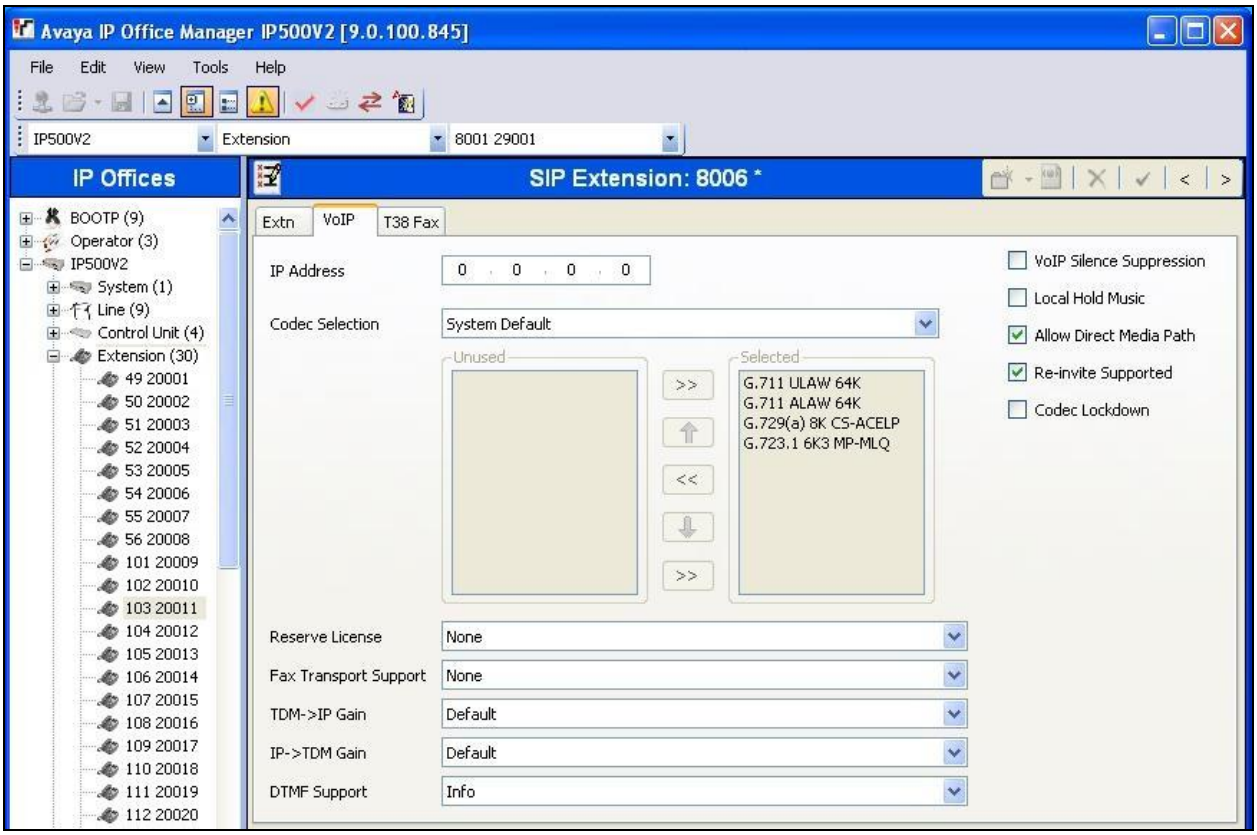
Select the **VoIP** tab. For **DTMF Support**, select "Info". Retain the default values in the remaining fields.

Repeat this section to add the desired number of SIP extensions. In the compliance testing, three SIP extensions 29001-29003 were created.



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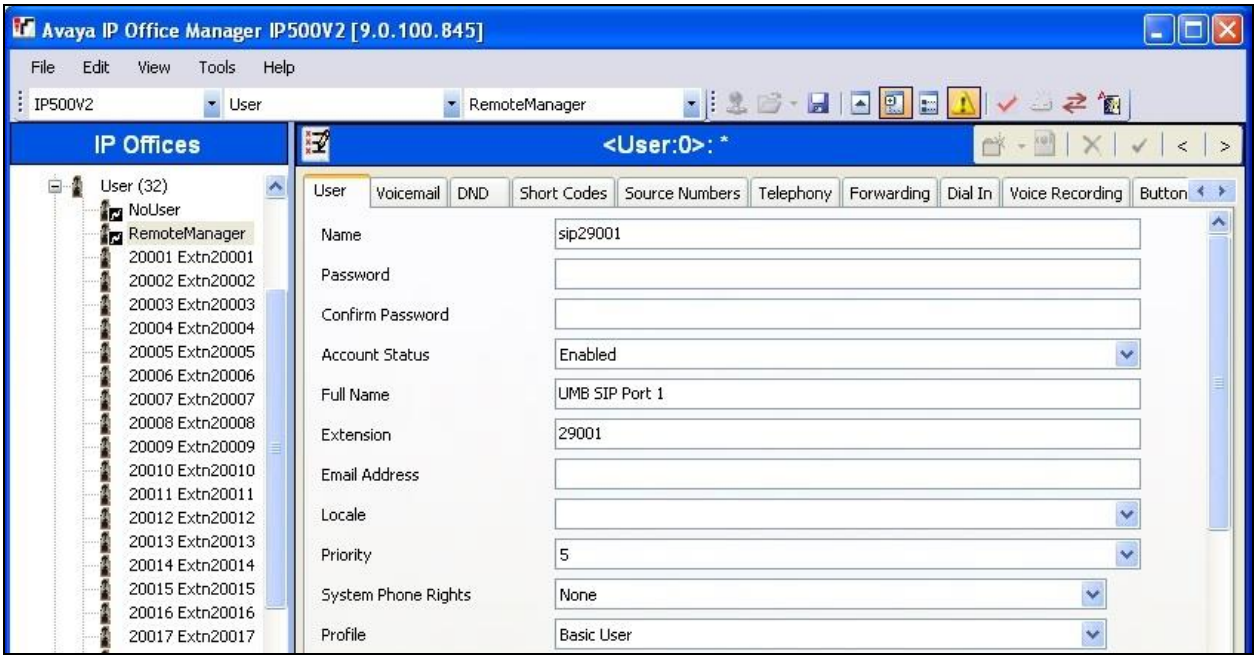
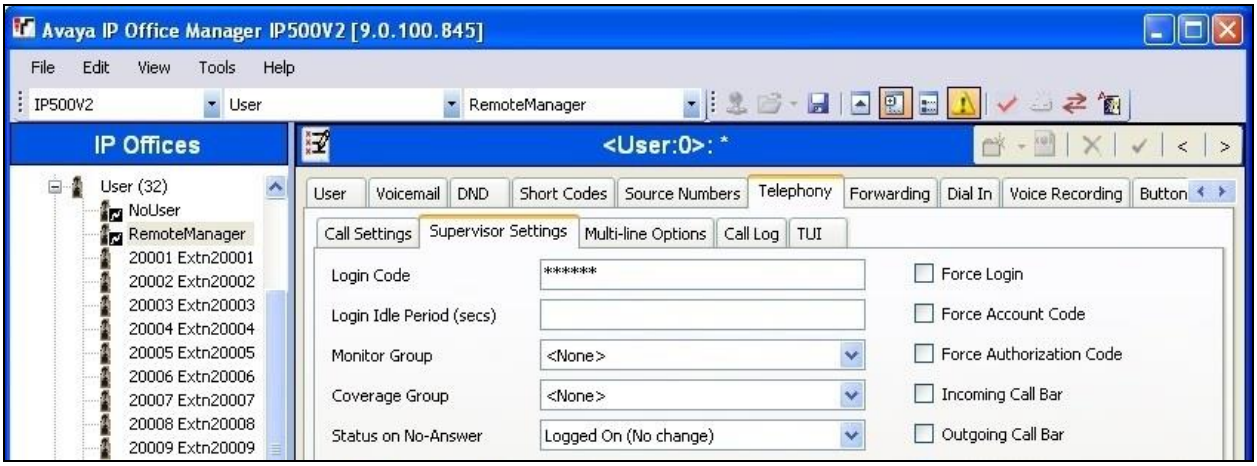
5.6. Administer SIP Users

From the configuration tree in the left pane, right-click on **User** and select **New** from pop-up list to create a new user. Enter desired values for **Name** and **Full Name**. For **Extension**, enter the first SIP extension from **Section 5.5**. Retain the default values in the remaining fields.



Select the **Supervisor Settings** sub-tab, and enter a desired **Login Code**. Retain the default values in the remaining fields.

Repeat this section to add a new user for each SIP extension from **Section 5.5**. In the compliance testing, three users with extensions 29001-29003 were created.



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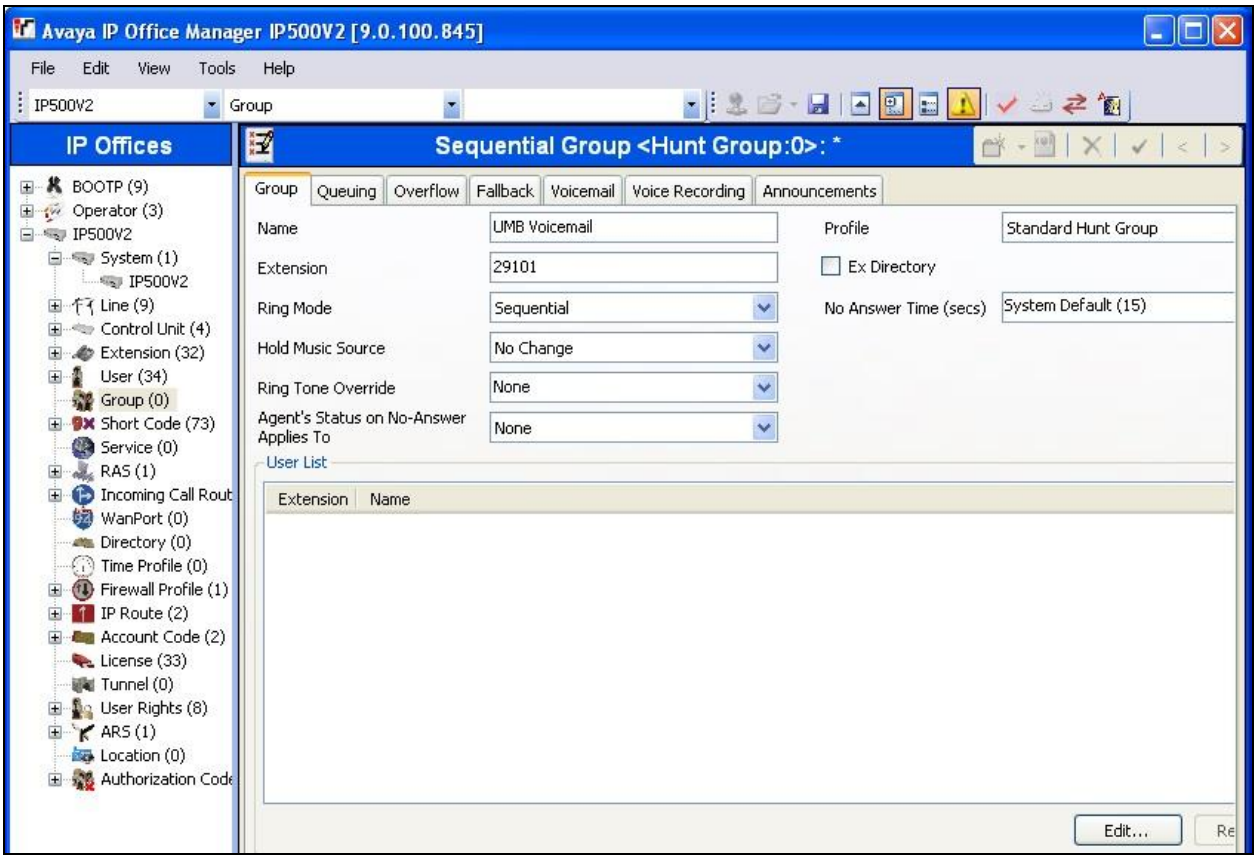
5.7. Administer Hospitality Groups

From the configuration tree in the left pane, right-click on **Group** and select **New** from pop-up list to add a new group. This group will be used to deliver voicemail calls to UMB. Enter desired values for the **Name** and **Extension** fields, and retain the default values in the remaining fields. Click on **Edit** in the **User List** section to add members.



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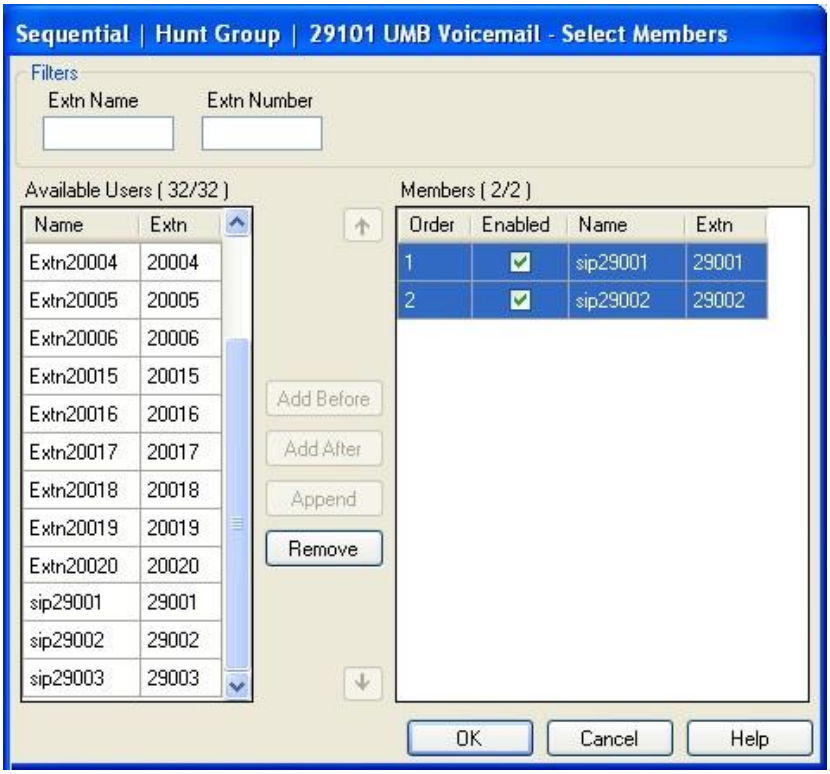
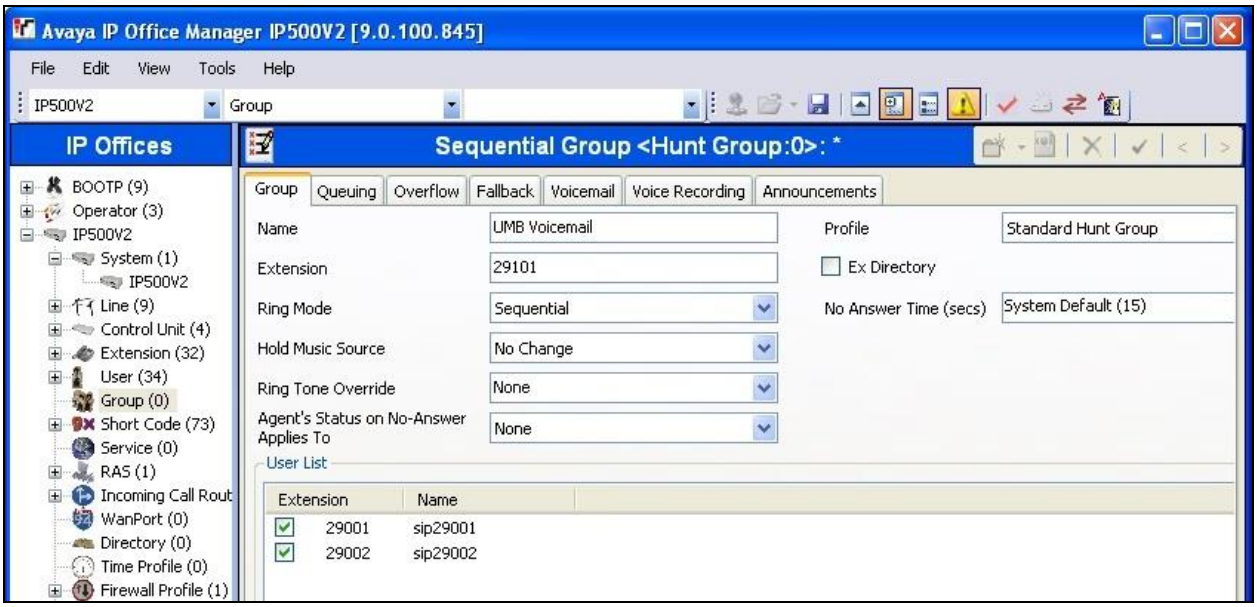
The **Sequential Hunt Group** screen is displayed. Select a subset of the SIP users from **Section 5.6**, and click the **Append** button to move the selected entries to the right. In the compliance testing, the first two SIP users 29001-29002 were used to deliver hospitality group calls to UMB, and the third SIP user 29003 was used for activation/deactivation of MWI.



The **Sequential Group** screen is displayed again and updated with the selected members.



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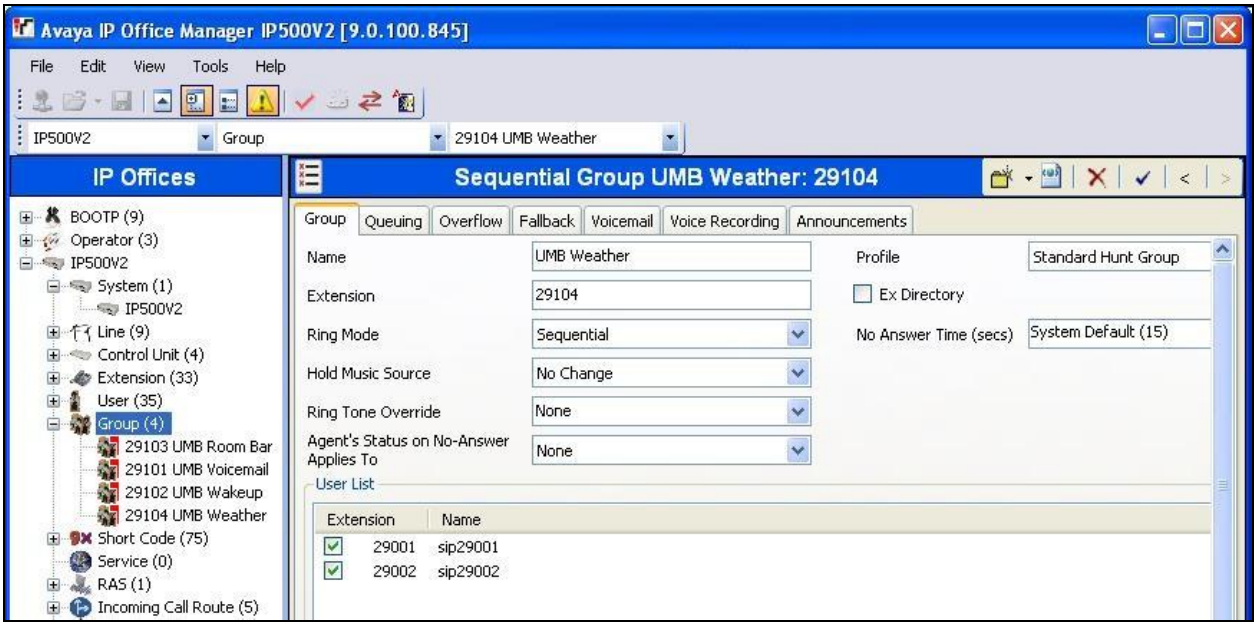
Repeat this section to create the groups shown below. These groups were configured with the same two SIP users, and were used to deliver calls to UMB for various hospitality features.

Extension	Name	Hospitality Feature
29101	UMB Voicemail	Voicemail
29102	UMB Wakeup	Wakeup Call
29103	UMB Room Bar	Room Status and Minibar
29104	UMB Weather	Weather Forecast

The created groups are shown in the left pane of the screenshot below.



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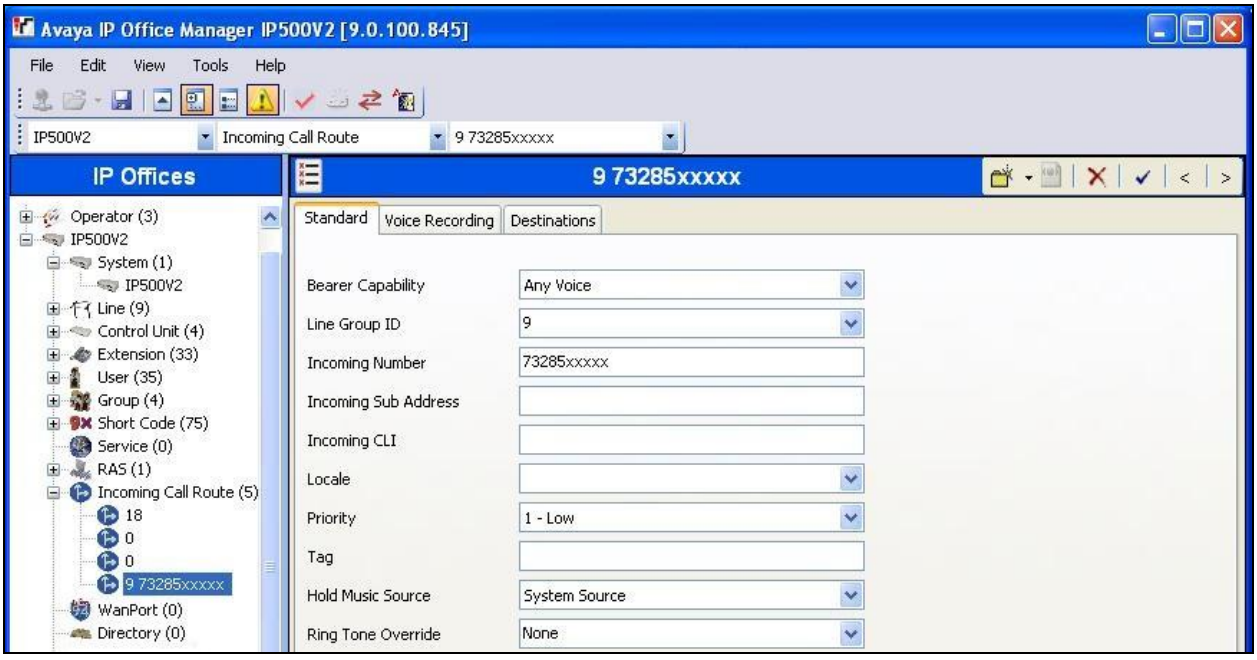
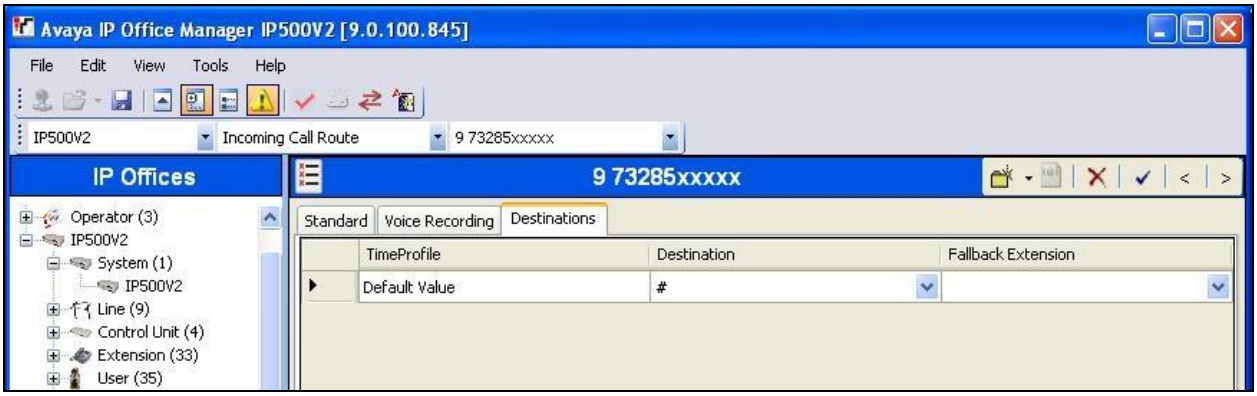
5.8. Administer Incoming Call Route

If necessary, create an incoming call route to route incoming calls to the hospitality groups. In the compliance testing, the existing incoming call route for the ISDN PRI line can route to any five digit extensions on IP Office.

As shown in the screen below, the **Incoming Number** for ISDN PRI line "9" was "73285xxxxx", which used five single digit wildcards "x" to allow the last five digits to be any number.



In the **Destinations** tab, the use of "#" in the **Destination** field enabled routing to be based on "xxxxx" from the **Incoming Number** field above. Therefore, incoming calls to 7328529101was routed to the UMB Voicemail group configured in **Section 5.7**.



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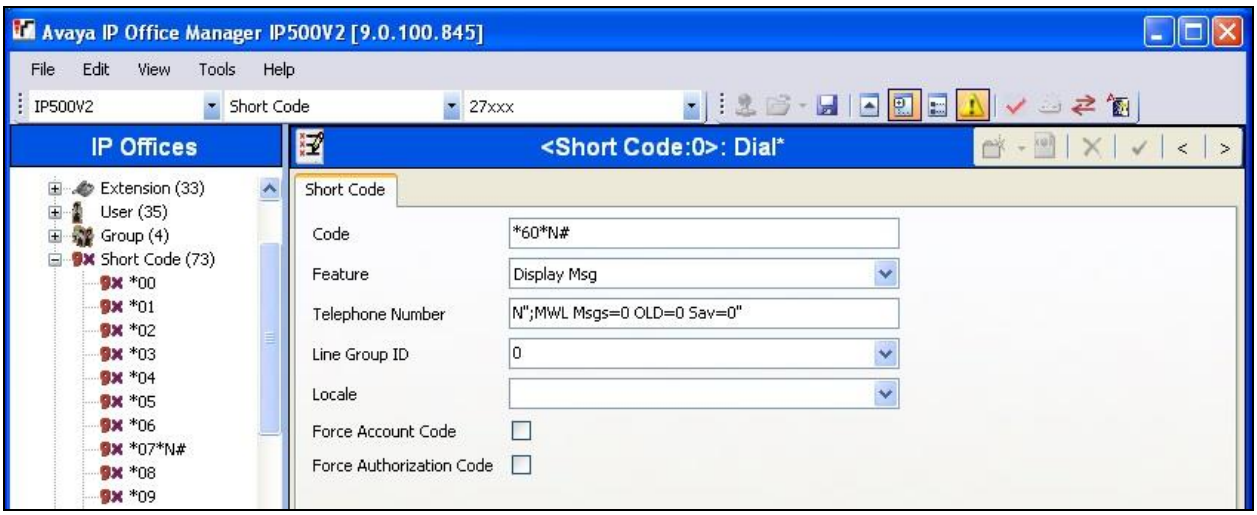
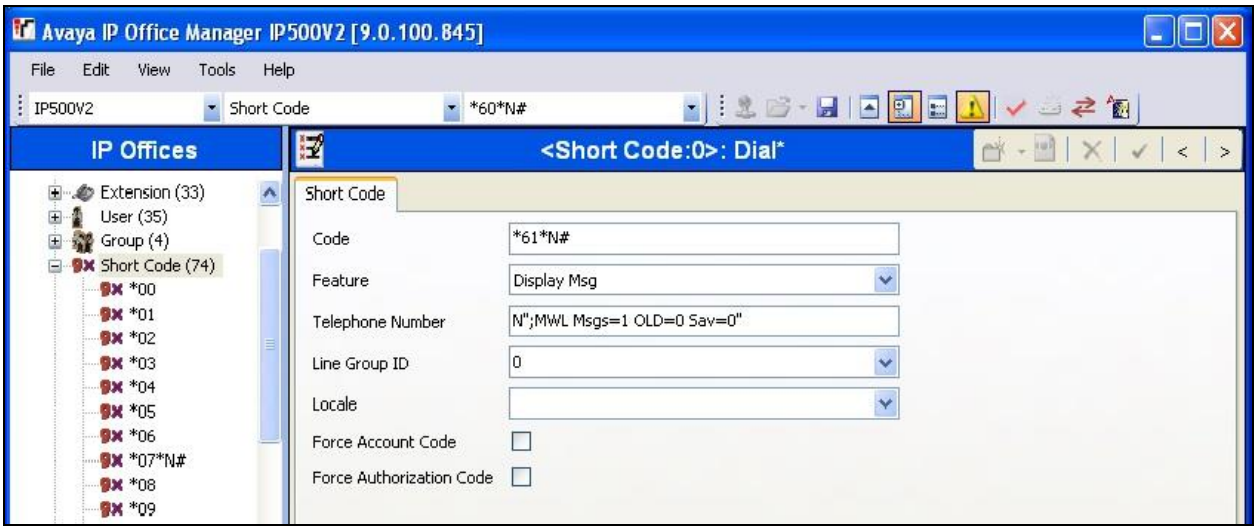
5.9. Administer Short Codes

From the configuration tree in the left pane, right-click on **Short Code** and select **New** from pop-up list to add a new short code for deactivation of MWI.

For **Code** and **Telephone Number**, enter the values exactly as shown below, as required by UMB. For **Feature**, select "Display Msg". Retain the default values in the remaining fields.



Repeat this section to add another short code for activation of MWI, with values exactly as shown below.



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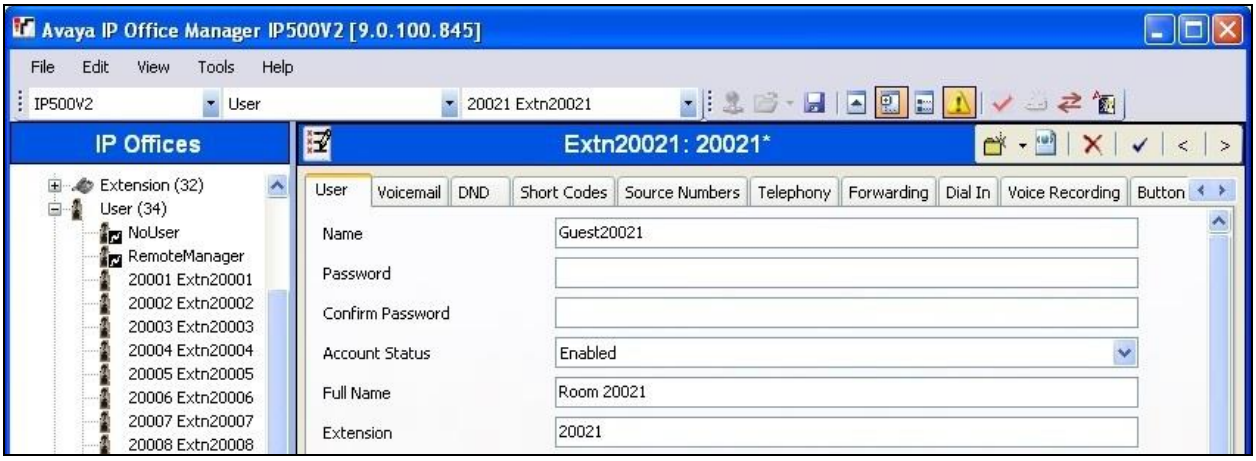
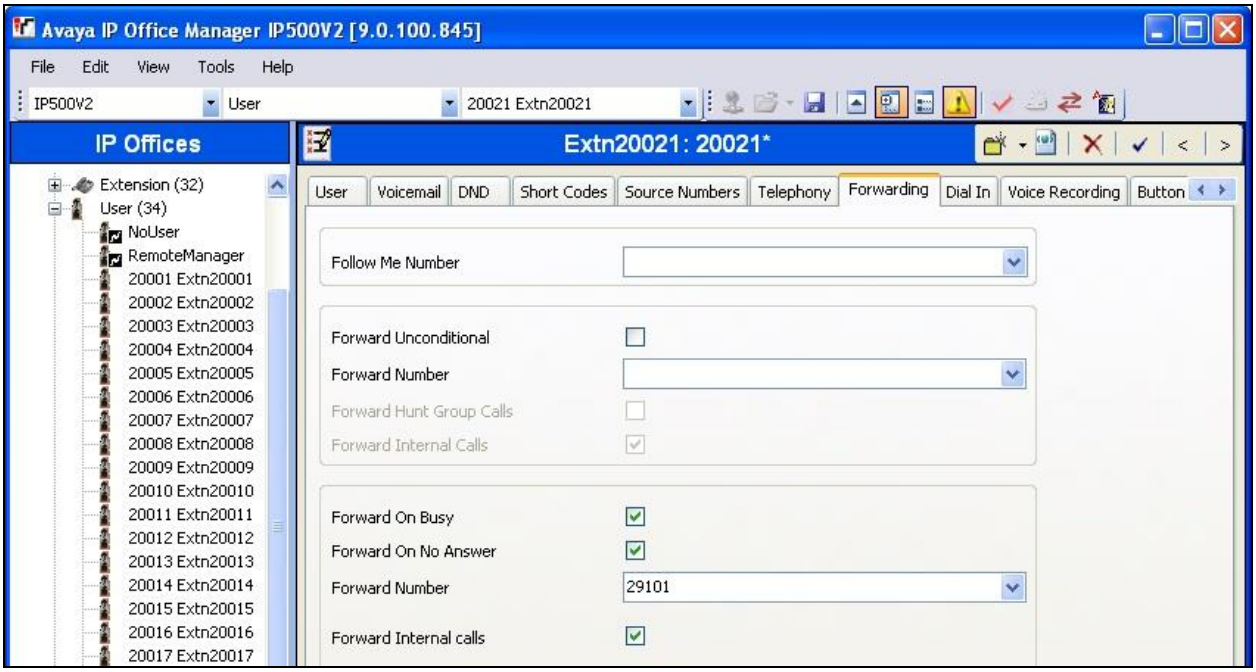
5.10. Administer Voicemail Users

From the configuration tree in the left pane, select the first user that will be using UMB for voicemail. In this case, the user is "20021". Enter desired **Name** and **Full Name**. Retain the default values in the remaining fields.



Select the **Forwarding** tab. Check **Forward On Busy**, **Forward On No Answer**, and **Forward Internal Calls**. For **Forward Number**, select the UMB Voicemail group extension from **Section 5.7**. Retain the default values in the remaining fields.

Repeat this section for all users using UMB for voicemail. In the compliance testing, the voicemail users consisted of one staff with extension 20035, and two guests with extensions 20021 and 20031.



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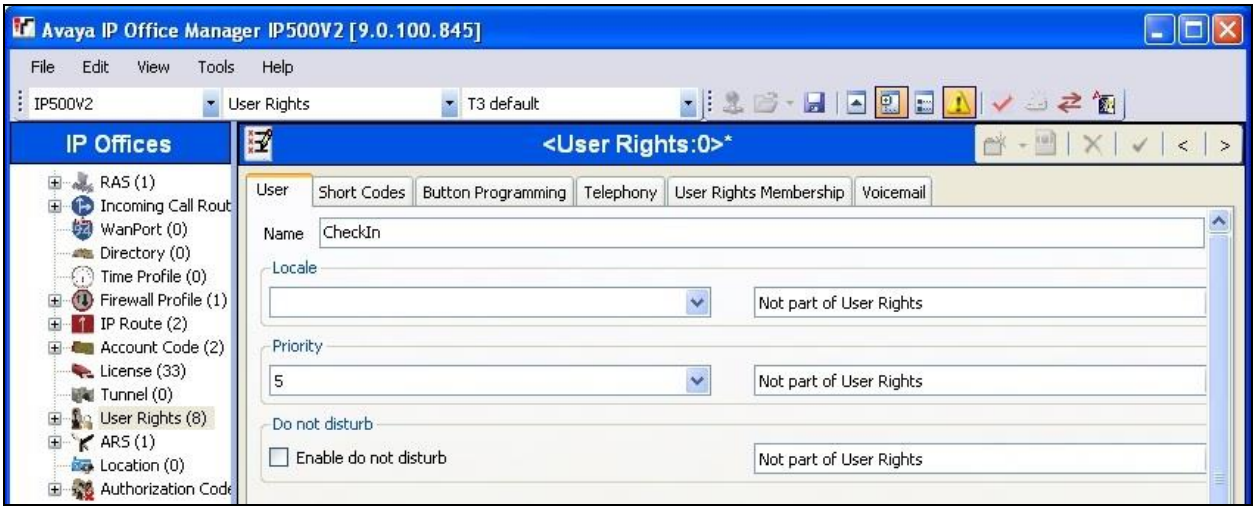
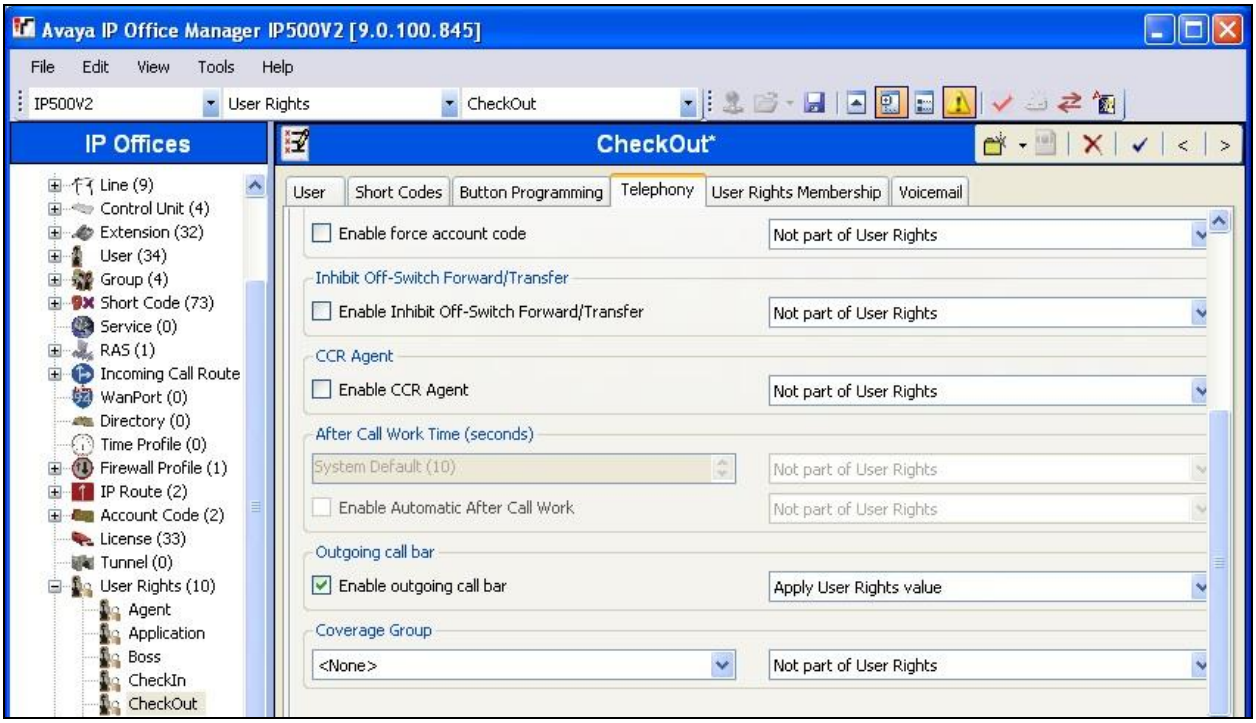
5.11. Administer User Rights

From the configuration tree in the left pane, right-click on **User Rights**, and select **New** from pop-up list to create a new user rights template. Enter a desired **Name** to designate user rights for guests in the check-in state.



Repeat this section to create a user rights template to designate guests in the check-out state. For the check-out template, select the **Telephony** tab, check **Enable outgoing call bar**, and select "Apply User Rights value" for the associated field as shown below. This setting will block the user from making external calls.



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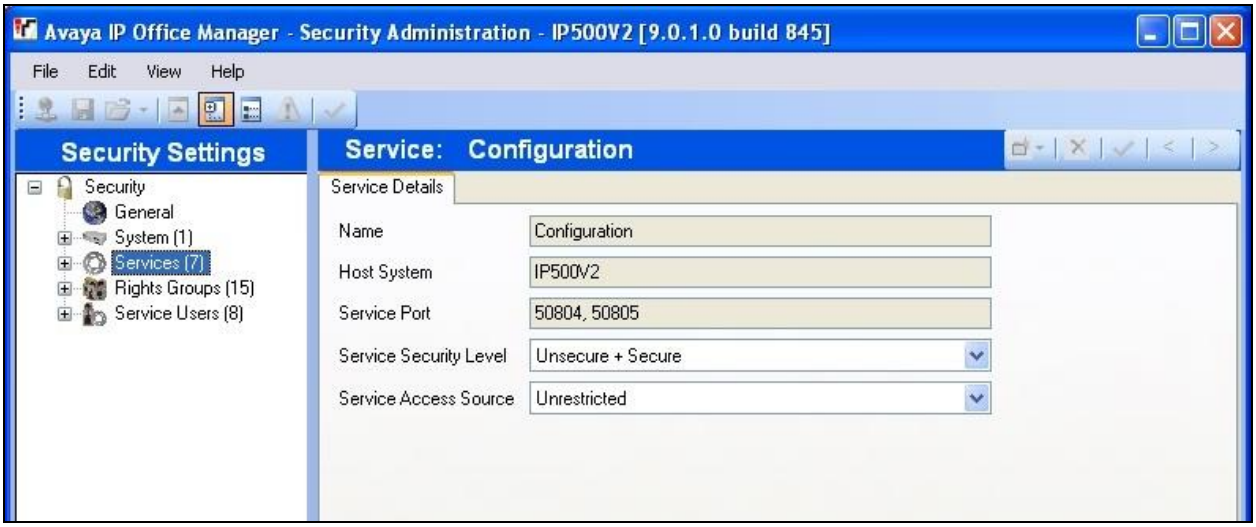
5.12. Administer Security Service

From the **Avaya IP Office Manager** screen, select **File → Advanced → Security Settings** from the top menu. Select the proper IP Office system, and log in using the appropriate security user credentials.

The **Avaya IP Office Manager – Security Administration** screen is displayed. From the configuration tree in the left pane, select **Security → Services** to display the **Service : Configuration** screen in the right pane.

For **Service Security Level**, select "Unsecure + Secure" as shown below. The additional "Secure" level is needed for the Configuration Web Service interface.



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6. Configure Informatec UMB Informatec

This section provides the procedures for configuring UMB. The procedures include the following areas:

- Launch UMB Informatec
- Administer PBX
- Administer channel functions
- Administer mailboxes
- Administer wakeup call
- Launch PBXControl
- Administer sites
- Administer communications

Follow [2] to administer the desired codes and items to use for minibar and room status, and the desired name to use for check-out guests.

6.1. Launch UMB Informatec

From the UMB server, double-click on the **UMB Informatec** icon shown below, which was created as part of installation.

The **UMB** screen below is displayed. Select **File → Unlock Settings Menu** from the top menu, and enter the appropriate credentials in the subsequent screen (not shown) to unlock the settings menu. The **UMB** screen is displayed again and updated to allow access to settings. Select **File → Settings** from the top menu.

UMB
File Reports Wake-up Call Weather Forecast Emergency Help
UMB INFORMATEC
<< type here customer name >>
<< type here information about access >>
MESSAGES MUSIC ON HOLD MAXIMUM VOICE OCCUPATION
CHANNEL STATISTICS LAST 24 HOURS MENU USAGE
1.0
0.9
CHANNEL INFORMATION
Channel 1: not configured. Use 'File | Settings | PBX | Configure SIP parameters' .
Channel 2: not configured. Use 'File | Settings | PBX | Configure SIP parameters' .
Channel 3: not configured. Use 'File | Settings | PBX | Configure SIP parameters' .
Channel 4: not configured. Use 'File | Settings | PBX | Configure SIP parameters' .
Channel 5: not configured. Use 'File | Settings | PBX | Configure SIP parameters' .
Channel 6: not configured. Use 'File | Settings | PBX | Configure SIP parameters' .

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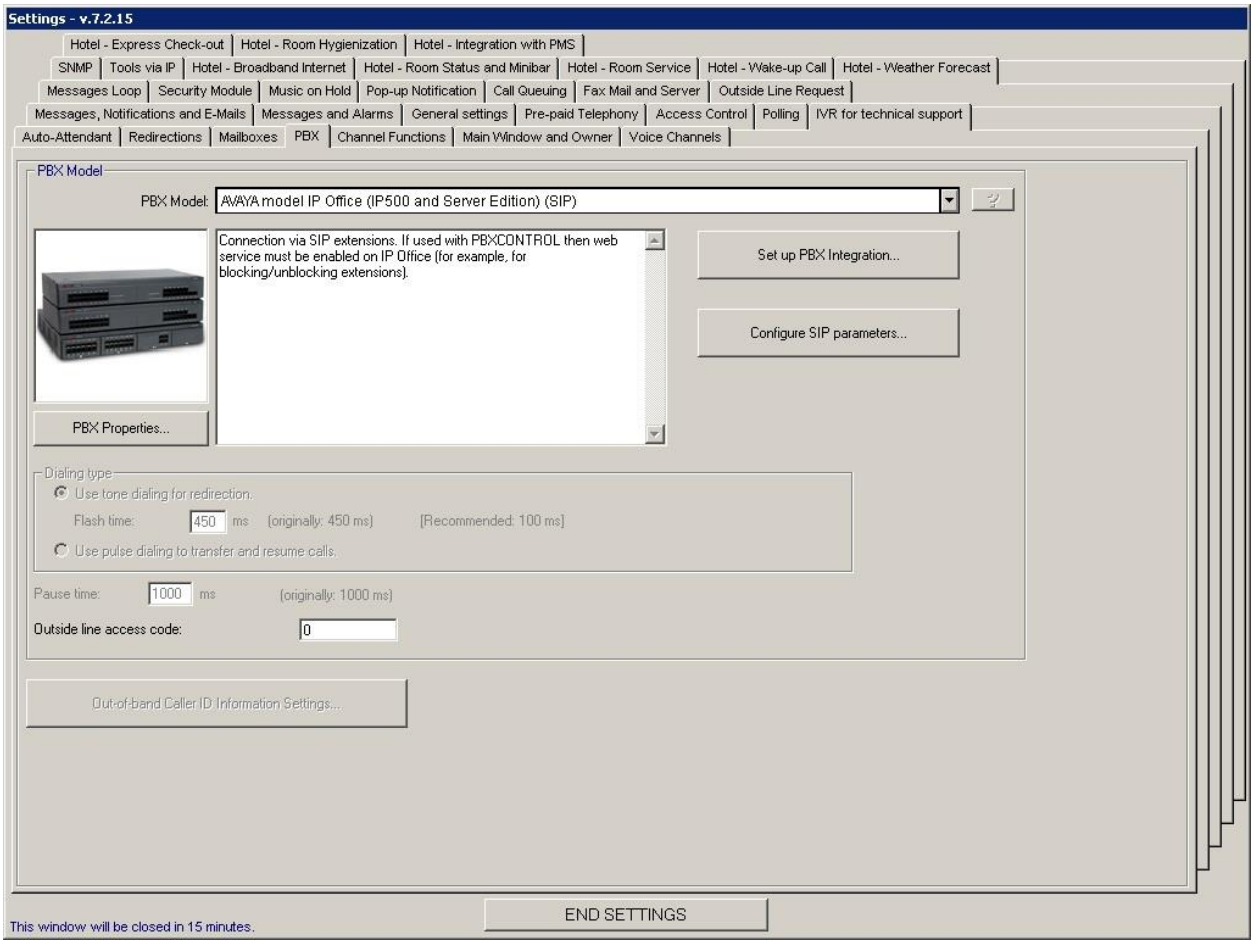
6.2. Administer PBX

The **Settings** screen is displayed. Select the **PBX** tab, to display the **PBX Model** screen. For **PBX Model**, select the value shown below. Retain the default values in the remaining fields and click **Configure SIP parameters**.



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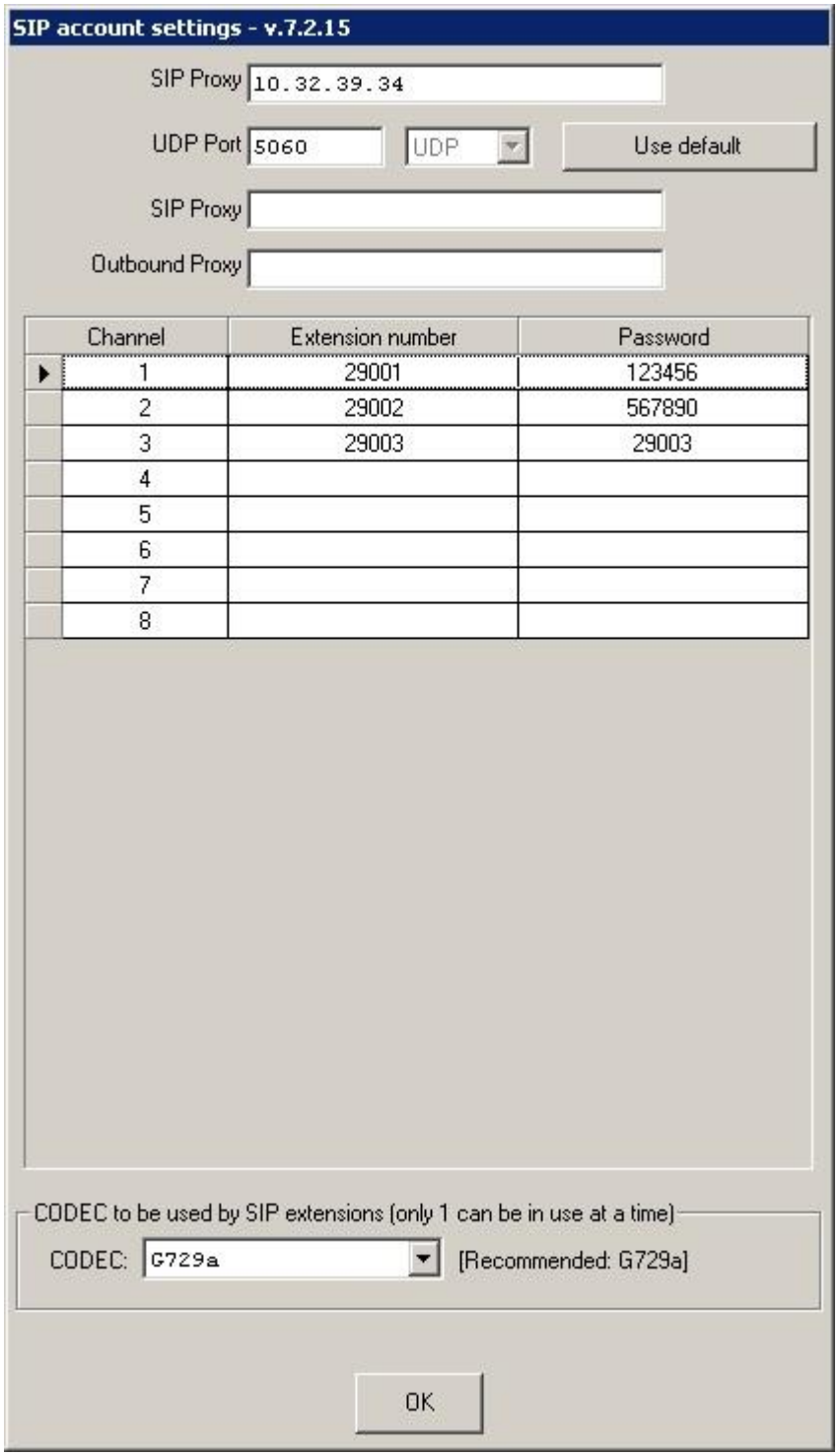
The **SIP account settings** screen is displayed. For **SIP Proxy**, enter the LAN IP address of IP Office from **Section 5.3**. For **UDP Port**, enter "5060". In the channel entries sub-section, enter the extension and login code for each SIP user from **Section 5.6**. Retain the default values in the remaining fields.



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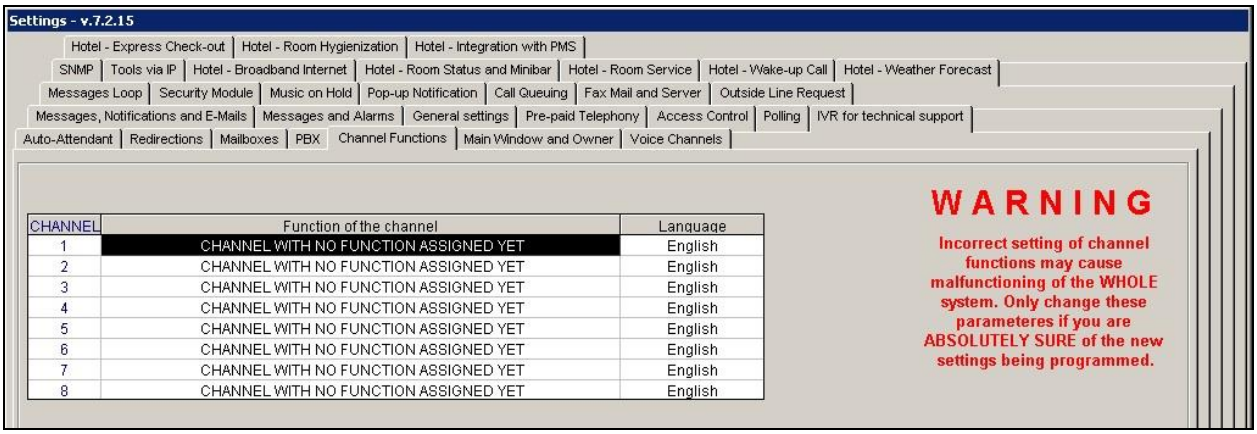
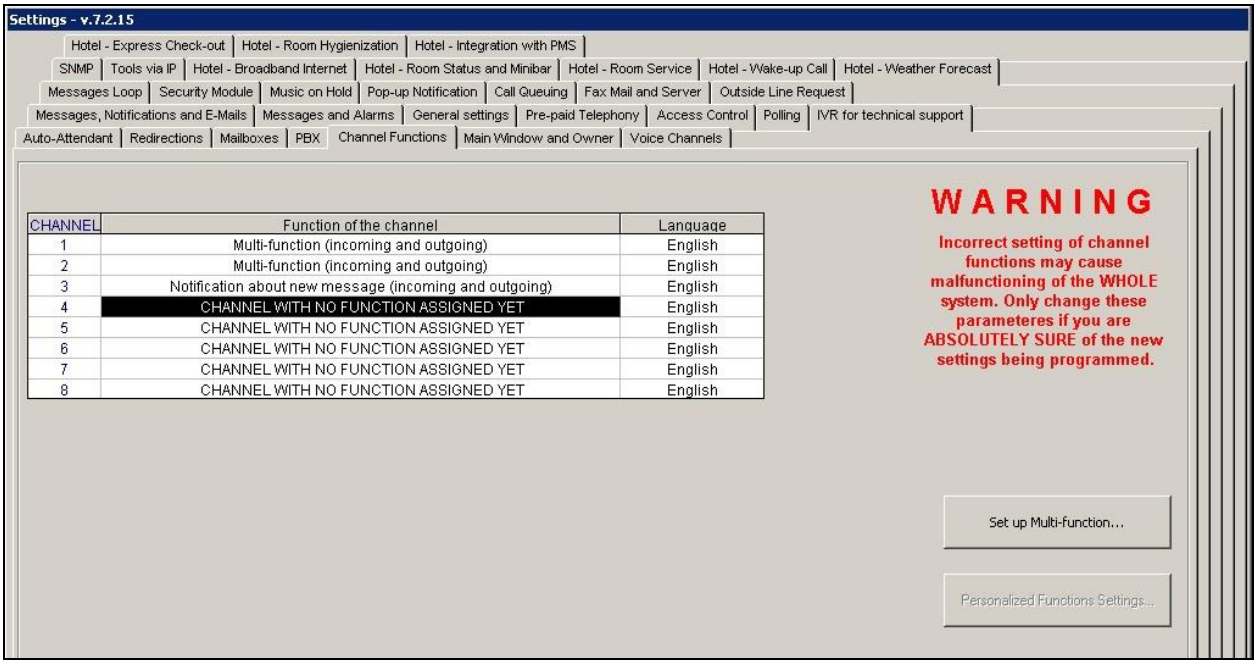
6.3. Administer Channel Functions

The **Settings** screen is displayed again. Select the **Channel Functions** tab, to display the screen shown below.


Settings - v.7.2.15
Hotel - Express Check-out
Hotel - Room Hygienization
Hotel - Integration with PMS
SNMP
Tools via IP
Hotel - Broadband Internet
Hotel - Room Status and Minibar
Hotel - Room Service
Hotel - Wake-up Call
Hotel - Weather Forecast
Messages Loop
Security Module
Music on Hold
Pop-up Notification
Call Queuing
Fax Mail and Server
Outside Line Request
Messages, Notifications and E-Mails
Messages and Alarms
General settings
Pre-paid Telephony
Access Control
Polling
IVR for technical support
Auto-Attendant
Redirections
Mailboxes
PBX
Channel Functions
Main Window and Owner
Voice Channels
CHANNEL
Function of the channel
Language
1 CHANNEL WITH NO FUNCTION ASSIGNED YET English
2 CHANNEL WITH NO FUNCTION ASSIGNED YET English
3 CHANNEL WITH NO FUNCTION ASSIGNED YET English
4 CHANNEL WITH NO FUNCTION ASSIGNED YET English
5 CHANNEL WITH NO FUNCTION ASSIGNED YET English
6 CHANNEL WITH NO FUNCTION ASSIGNED YET English
7 CHANNEL WITH NO FUNCTION ASSIGNED YET English
8 CHANNEL WITH NO FUNCTION ASSIGNED YET English
WARNING
Incorrect setting of channel functions may cause malfunctioning of the WHOLE system. Only change these parameteres if you are ABSOLUTELY SURE of the new settings being programmed.

Click the **Function of the channel** field for the first channel, and select the value shown in the screen below from the associated drop-down list. Repeat for the second and third channels. In the compliance testing, the first two channels correspond to the first two SIP users in **Section 5.6** and were configured for multi-function; the third channel corresponds to the third SIP user in **Section 5.6** and was configured for MWI message notification.

Click **Set up Multi-function**.


Settings - v.7.2.15
Hotel - Express Check-out
Hotel - Room Hygienization
Hotel - Integration with PMS
SNMP
Tools via IP
Hotel - Broadband Internet
Hotel - Room Status and Minibar
Hotel - Room Service
Hotel - Wake-up Call
Hotel - Weather Forecast
Messages Loop
Security Module
Music on Hold
Pop-up Notification
Call Queuing
Fax Mail and Server
Outside Line Request
Messages, Notifications and E-Mails
Messages and Alarms
General settings
Pre-paid Telephony
Access Control
Polling
IVR for technical support
Auto-Attendant
Redirections
Mailboxes
PBX
Channel Functions
Main Window and Owner
Voice Channels
CHANNEL
Function of the channel
Language
1 Multi-function (incoming and outgoing) English
2 Multi-function (incoming and outgoing) English
3 Notification about new message (incoming and outgoing) English
4 CHANNEL WITH NO FUNCTION ASSIGNED YET English
5 CHANNEL WITH NO FUNCTION ASSIGNED YET English
6 CHANNEL WITH NO FUNCTION ASSIGNED YET English
7 CHANNEL WITH NO FUNCTION ASSIGNED YET English
8 CHANNEL WITH NO FUNCTION ASSIGNED YET English
WARNING
Incorrect setting of channel functions may cause malfunctioning of the WHOLE system. Only change these parameteres if you are ABSOLUTELY SURE of the new settings being programmed.
Set up Multi-function...
Personalized Functions Settings...

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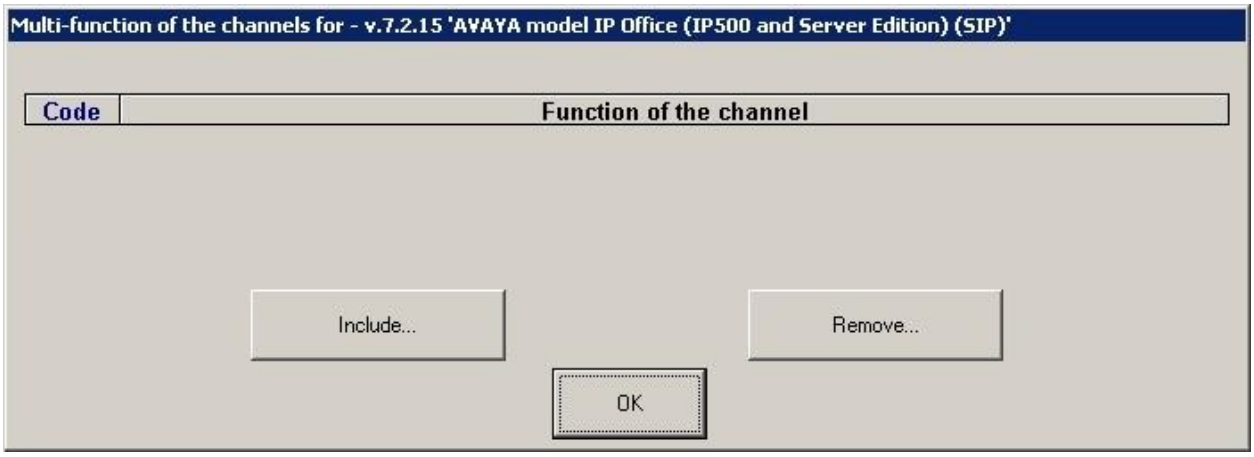
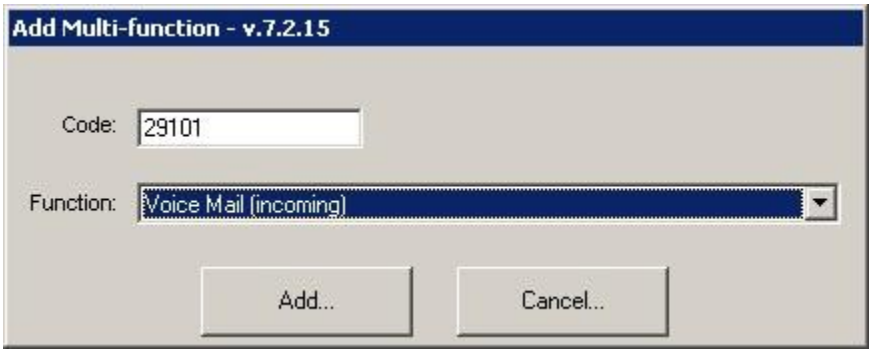
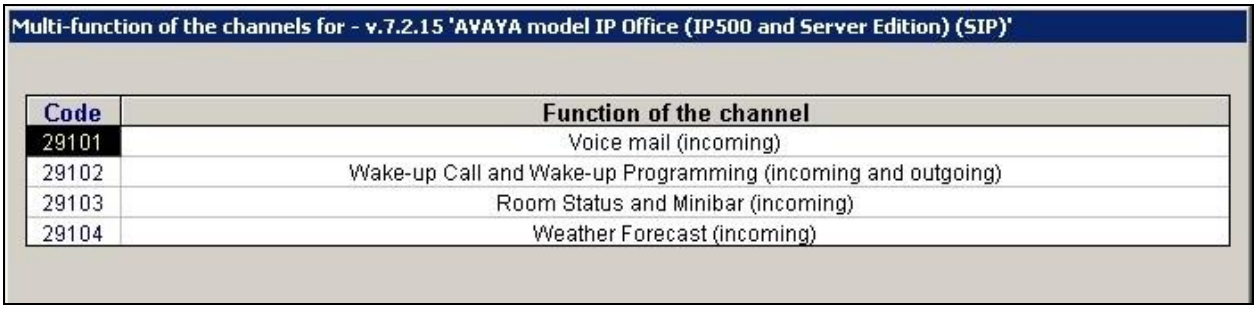
The **Multi-function of the voice channels for** screen is displayed. Click **Include**.


Multi-function of the channels for - v.7.2.15 'AVAYA model IP Office (IP500 and Server Edition) (SIP)'
Code
Function of the channel
Include...
Remove...
OK

The **Add Multi-function** screen is displayed next. For **Code**, enter the first hunt extension from **Section 5.7**. For **Function**, select the applicable value shown below.



Repeat and add a multi-function for each hunt extension from **Section 5.7**. In the compliance testing, four multi-functions were created as shown below.



Code	Function of the channel
29101	Voice mail (incoming)
29102	Wake-up Call and Wake-up Programming (incoming and outgoing)
29103	Room Status and Minibar (incoming)
29104	Weather Forecast (incoming)

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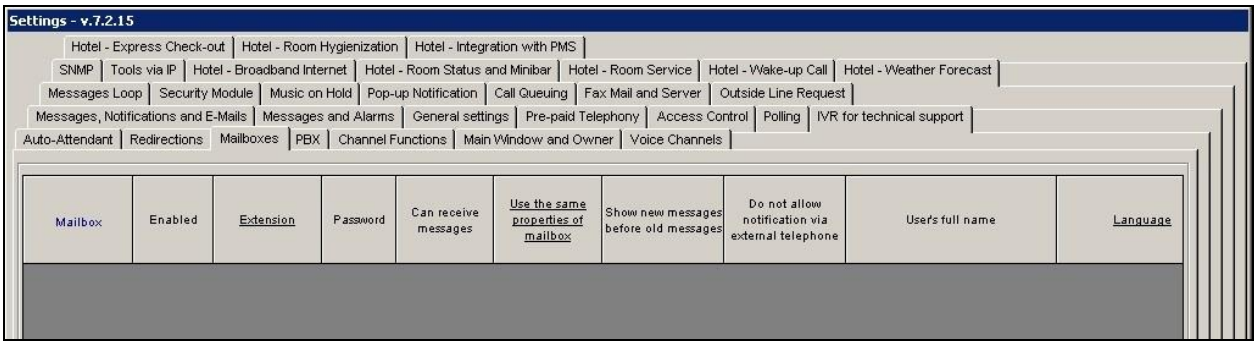
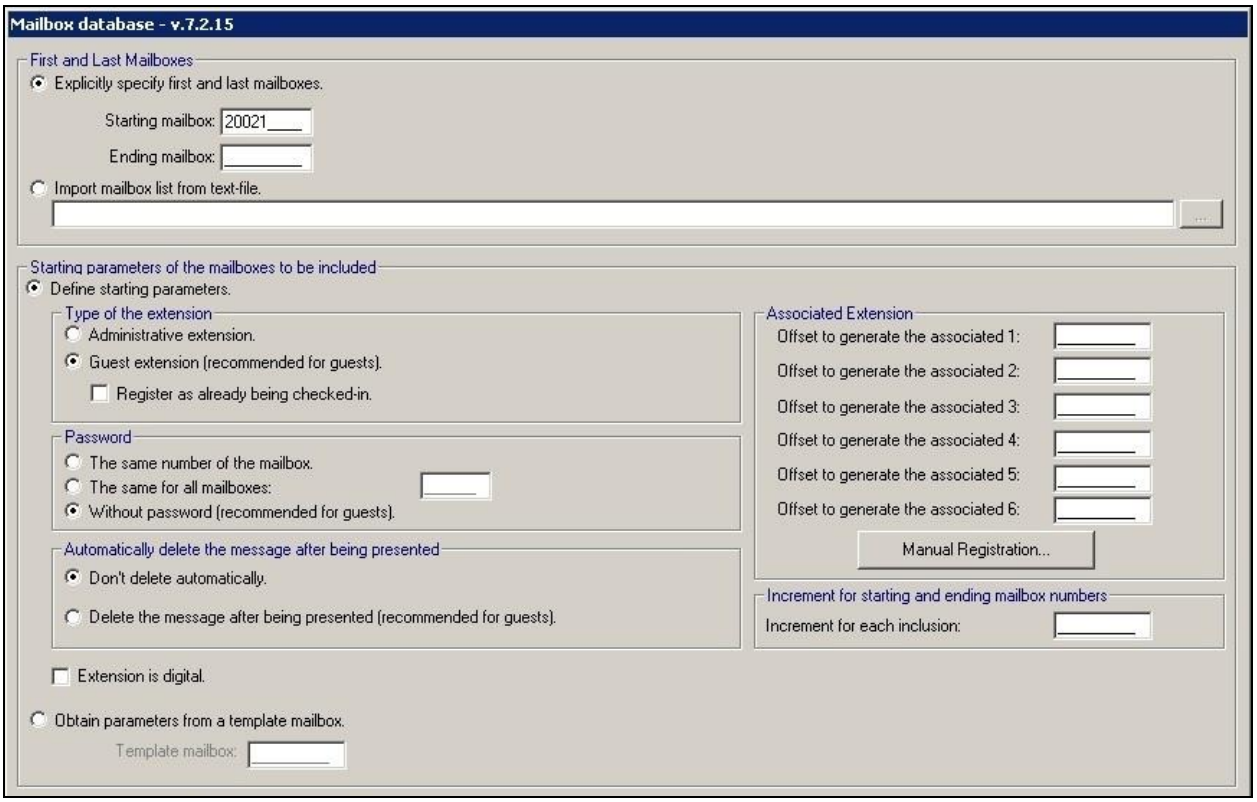
6.4. Administer Mailboxes

From the **Settings** screen, select the **Mailboxes** tab to display the screen below. Click on **Include mailboxes** toward the bottom of the screen (not shown below).



The **Mailbox database** screen is displayed next. For **Starting mailbox**, enter the first voicemail user from **Section 5.10**. Note that a range of mailbox extensions may be entered if applicable.

For **Type of the extension**, select **Guest extension** for guest users and **Administrative extension** for staff. Uncheck **Register as already being checked-in**. Retain the default values in the remaining fields.


Mailbox database - v.7.2.15
First and Last Mailboxes
Explicitly specify first and last mailboxes.
Starting mailbox: 20021___
Ending mailbox:
Import mailbox list from text-file.
Starting parameters of the mailboxes to be included
Define starting parameters.
Type of the extension
Administrative extension.
Guest extension (recommended for guests).
Register as already being checked-in.
Password
The same number of the mailbox.
The same for all mailboxes:
Without password (recommended for guests).
Automatically delete the message after being presented
Don't delete automatically.
Delete the message after being presented (recommended for guests).
Extension is digital.
Obtain parameters from a template mailbox.
Template mailbox:
Associated Extension
Offset to generate the associated 1:
Offset to generate the associated 2:
Offset to generate the associated 3:
Offset to generate the associated 4:
Offset to generate the associated 5:
Offset to generate the associated 6:
Manual Registration...
Increment for starting and ending mailbox numbers
Increment for each inclusion:

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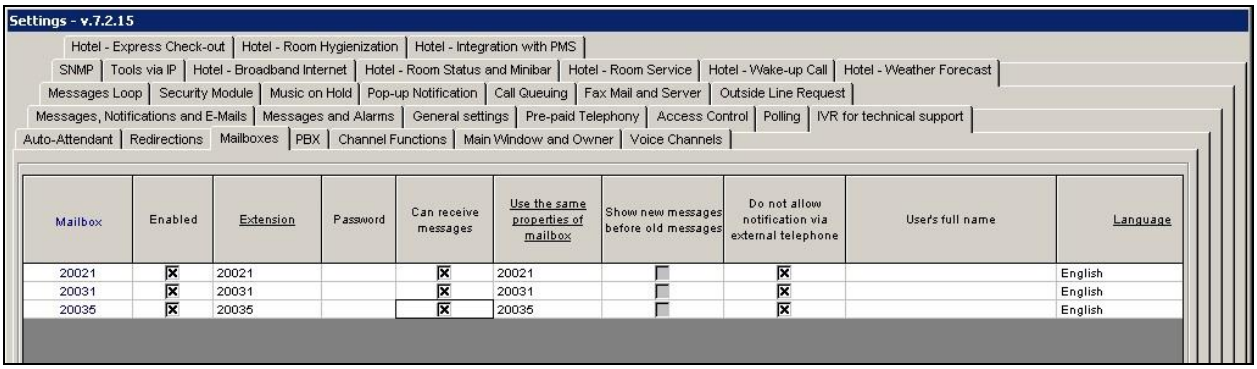
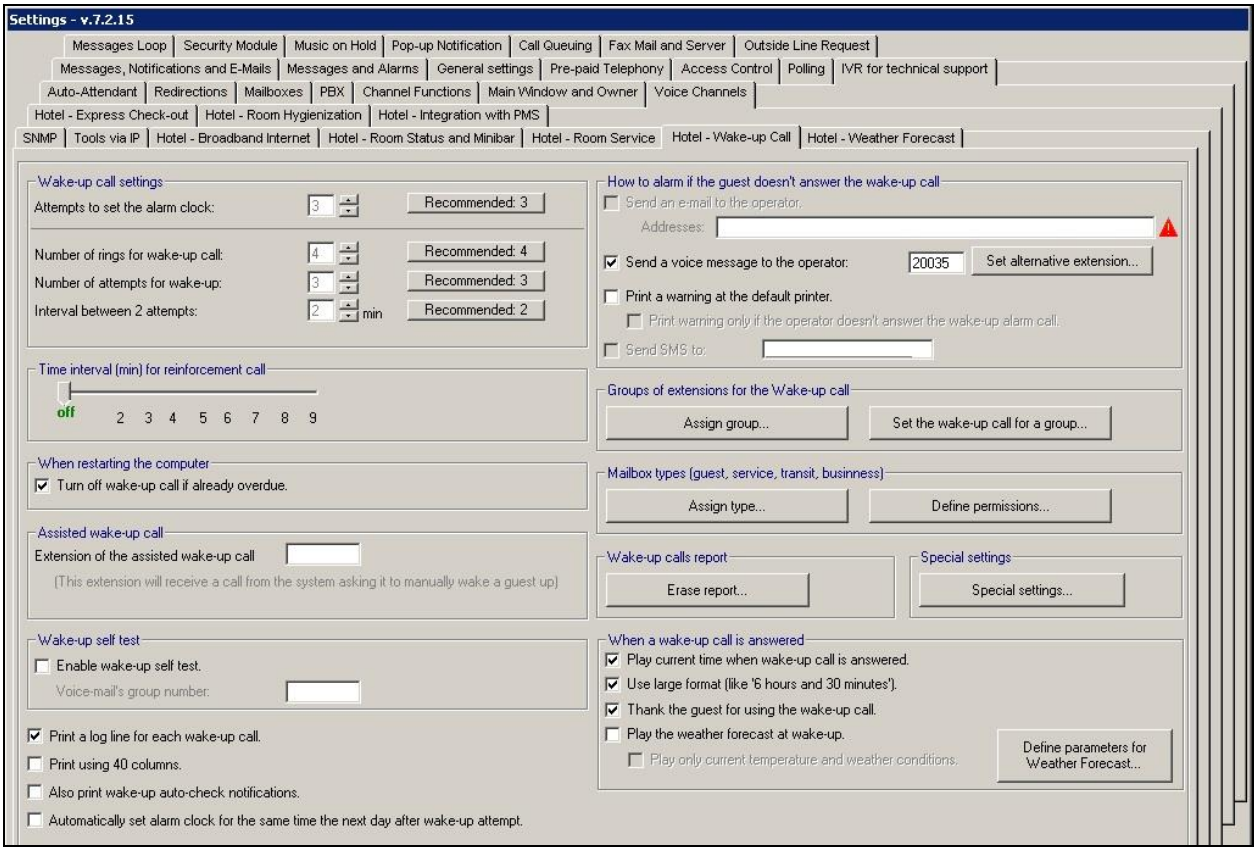
Repeat this section to add a mailbox for each voicemail user from **Section 5.10**. In the compliance testing, three mailboxes were configured as shown below.


Settings - v.7.2.15
Hotel - Express Check-out | Hotel - Room Hygienization | Hotel - Integration with PMS
SNMP | Tools via IP | Hotel - Broadband Internet | Hotel - Room Status and Minibar | Hotel - Room Service | Hotel - Wake-up Call | Hotel - Weather Forecast
Messages Loop | Security Module | Music on Hold | Pop-up Notification | Call Queuing | Fax Mail and Server | Outside Line Request
Messages, Notifications and E-Mails | Messages and Alarms | General settings | Pre-paid Telephony | Access Control | Polling | IVR for technical support
Auto-Attendant | Redirections | Mailboxes | PBX | Channel Functions | Main Window and Owner | Voice Channels
Mailbox | Enabled | Extension | Password | Can receive messages | Use the same properties of mailbox | Show new messages before old messages | Do not allow notification via external telephone | User's full name | Language
20021 | 20021 | 20021 | English
20031 | 20031 | 20031 | English
20035 | 20035 | 20035 | English

6.5. Administer Wakeup Call

From the **Settings** screen, select the **Hotel – Wake-up Call** tab to display the screen below. Configure the **Wake-up call settings** sub-section as desired.

In the **How to alarm if the guest doesn't answer the wake-up call** sub-section, check **Send a voice message to the operator**, and enter the staff extension from **Section 5.10**, as shown below. Retain the default values in the remaining fields.


Settings - v.7.2.15
Messages Loop | Security Module | Music on Hold | Pop-up Notification | Call Queuing | Fax Mail and Server | Outside Line Request
Messages, Notifications and E-Mails | Messages and Alarms | General settings | Pre-paid Telephony | Access Control | Polling | IVR for technical support
Auto-Attendant | Redirections | Mailboxes | PBX | Channel Functions | Main Window and Owner | Voice Channels
Hotel - Express Check-out | Hotel - Room Hygienization | Hotel - Integration with PMS
SNMP | Tools via IP | Hotel - Broadband Internet | Hotel - Room Status and Minibar | Hotel - Room Service | Hotel - Wake-up Call | Hotel - Weather Forecast
Wake-up call settings
Attempts to set the alarm clock: 3 Recommended: 3
Number of rings for wake-up call: 4 Recommended: 4
Number of attempts for wake-up: 3 Recommended: 3
Interval between 2 attempts: 2 min Recommended: 2
Time interval (min) for reinforcement call
off 2 3 4 5 6 7 8 9
When restarting the computer
Turn off wake-up call if already overdue.
Assisted wake-up call
Extension of the assisted wake-up call
(This extension will receive a call from the system asking it to manually wake a guest up)
Wake-up self test
Enable wake-up self test.
Voice-mail's group number:
Print a log line for each wake-up call.
Print using 40 columns.
Also print wake-up auto-check notifications.
Automatically set alarm clock for the same time the next day after wake-up attempt.
How to alarm if the guest doesn't answer the wake-up call
Send an e-mail to the operator.
Addresses:
Send a voice message to the operator: 20035 Set alternative extension...
Print a warning at the default printer.
Print warning only if the operator doesn't answer the wake-up alarm call.
Send SMS to:
Groups of extensions for the Wake-up call
Assign group... Set the wake-up call for a group...
Mailbox types (guest, service, transit, businness)
Assign type... Define permissions...
Wake-up calls report
Erase report...
Special settings
Special settings...
When a wake-up call is answered
Play current time when wake-up call is answered.
Use large format (like '6 hours and 30 minutes').
Thank the guest for using the wake-up call.
Play the weather forecast at wake-up.
Play only current temperature and weather conditions.
Define parameters for Weather Forecast...

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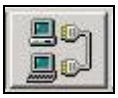
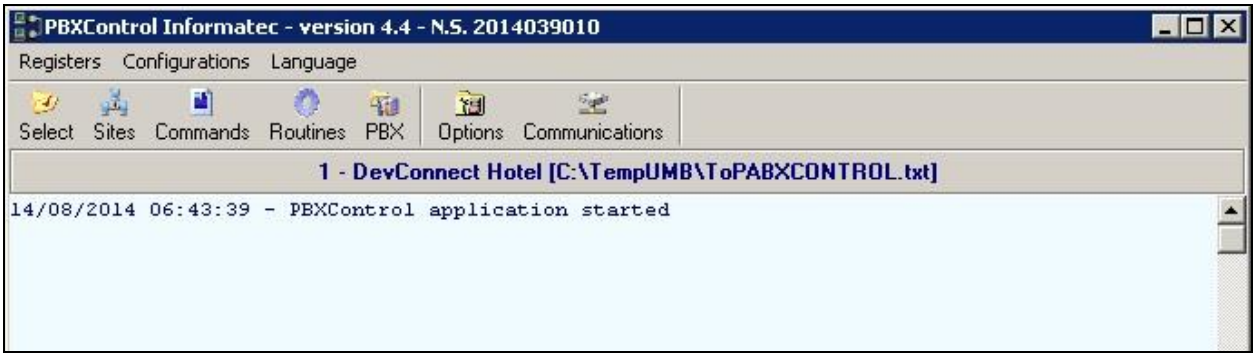
6.6. Launch PBXControl

From the UMB server, double-click on the **PBXControl** icon shown below, which was created as part of installation.

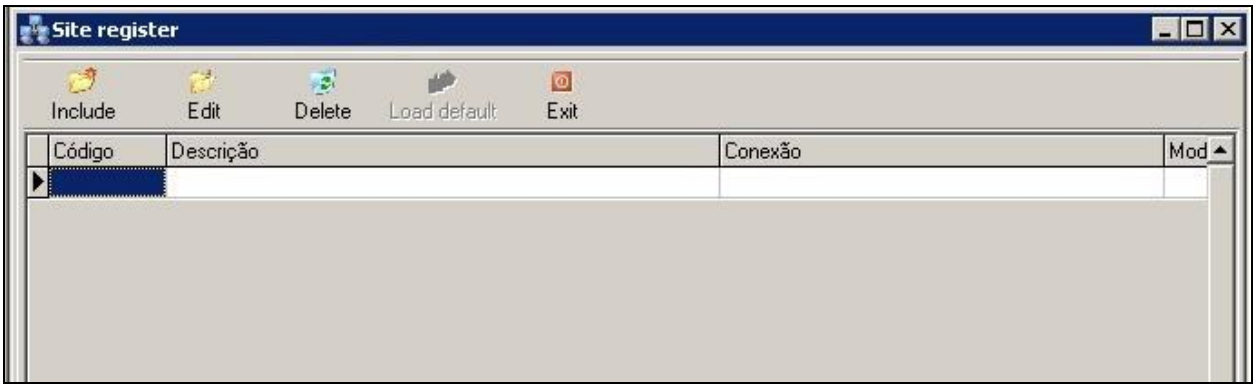


6.7. Administer Sites

The **PBXControl Informatec** screen is displayed. Click on **Sites** from the top menu.



The **Site register** screen is displayed next. Click on **Include** from the top menu.



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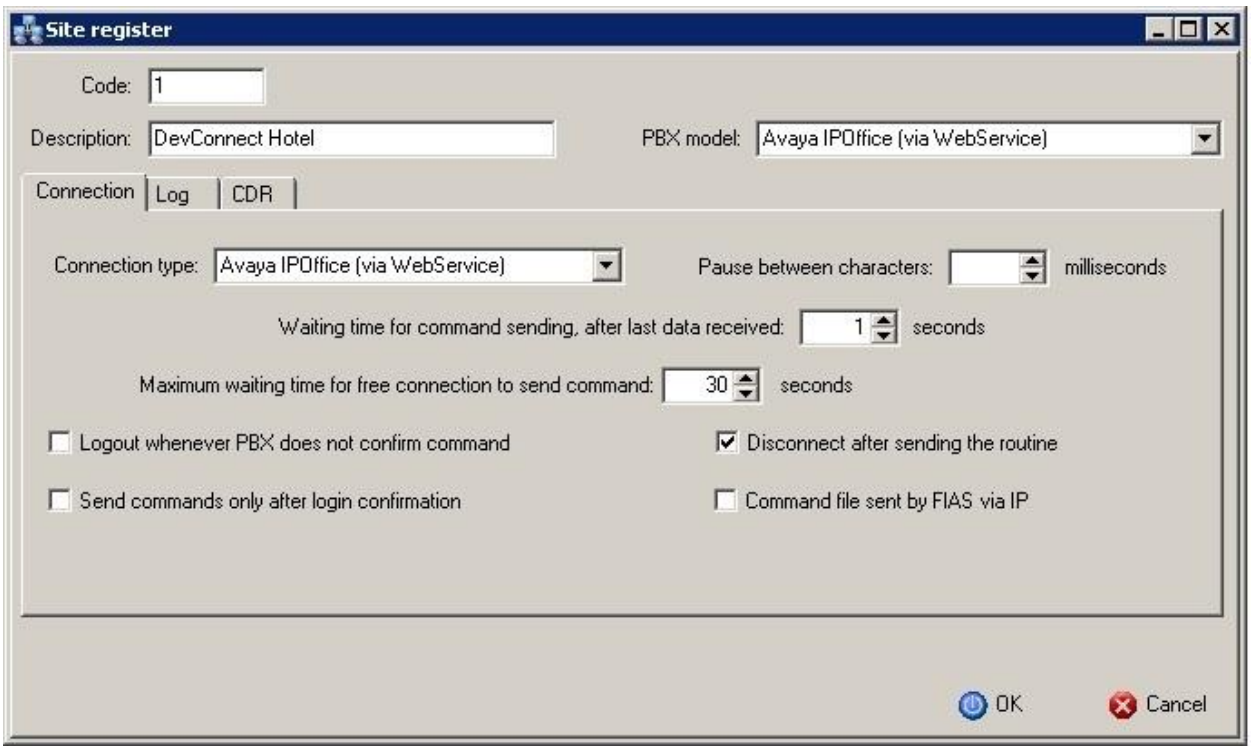
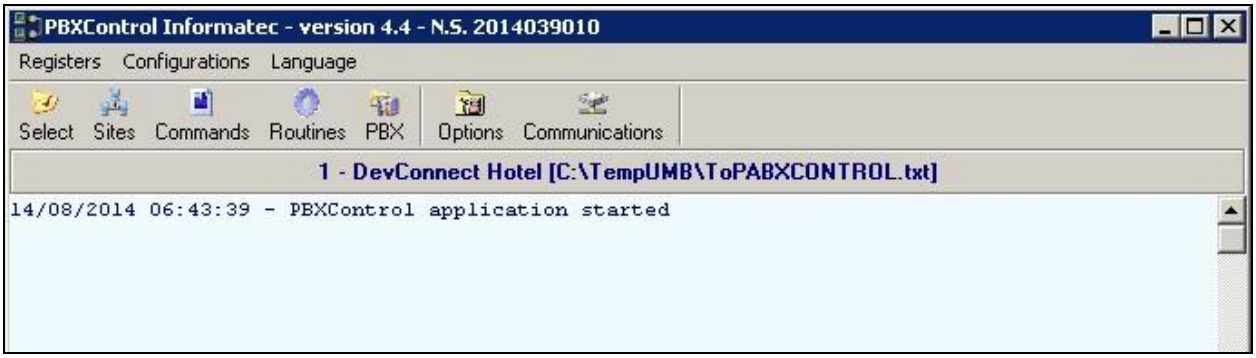
The **Site register** screen below is displayed. Enter the following values for the specified fields, and retain the default values for the remaining fields.

- **Code:** A unique value.
- **Description:** A desired description.
- **PBX model:** "Avaya IPOffice (via WebService)"
- **Connection type:** "Avaya IPOffice (via WebService)"


Site register
Code: 1
Description: DevConnect Hotel
PBX model: Avaya IPOffice (via WebService)
Connection
Log
CDR
Connection type: Avaya IPOffice (via WebService)
Pause between characters:
milliseconds
Waiting time for command sending, after last data received: 1 seconds
Maximum waiting time for free connection to send command: 30 seconds
Logout whenever PBX does not confirm command
Disconnect after sending the routine
Send commands only after login confirmation
Command file sent by FIAS via IP
OK
Cancel

6.8. Administer Communications

The **PBXControl Informatec** screen is displayed again. Click on **Communications** from the top menu.



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The **Conexão Avaya IPOffice via WebService** screen is displayed. Enter the following values for the specified fields, and retain the default values for the remaining fields.

- **IP Address:** The IP address of IP Office.
- **Port:** "50805"
- **User:** The appropriate administrator credentials for IP Office.
- **Password:** The appropriate administrator credentials for IP Office.

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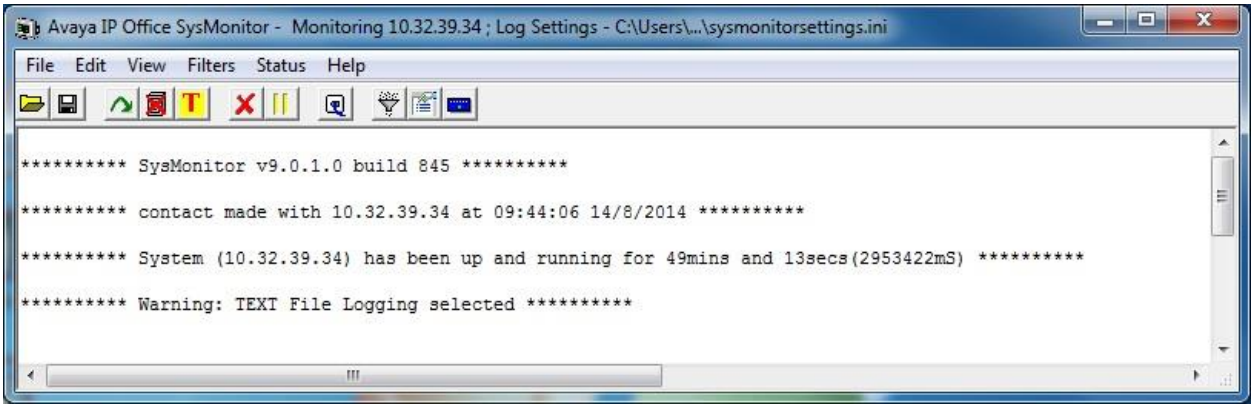
7. Verification Steps

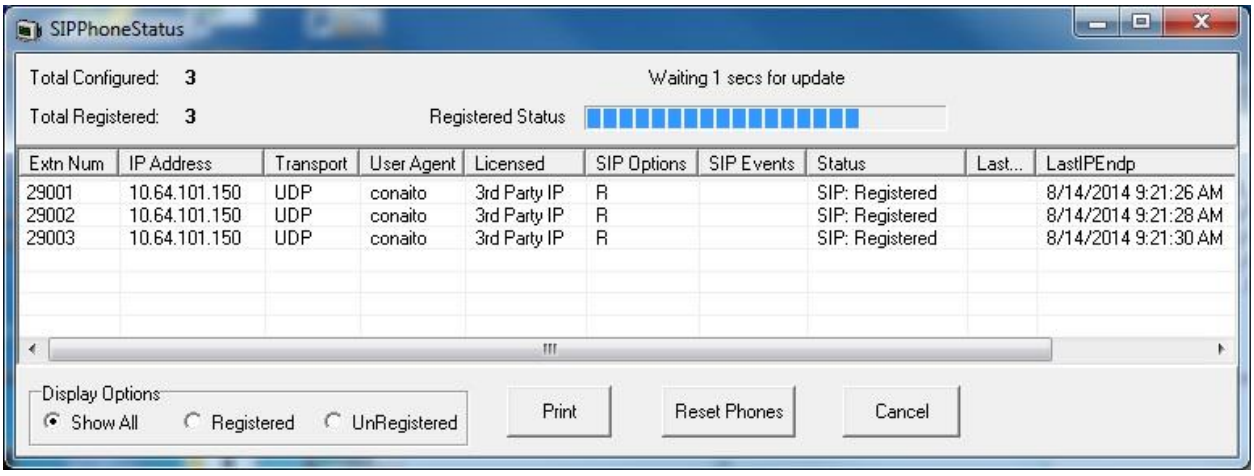
This section provides tests that can be performed to verify proper configuration of IP Office and UMB.

7.1. Verify SIP User Integration

From a PC running the Avaya IP Office Monitor application, select **Start → Programs → IP Office → Monitor** to launch the application. The **Avaya IP Office SysMonitor** screen is displayed. Select **Status → SIP Phone Status** from the top menu.


Avaya IP Office SysMonitor - Monitoring 10.32.39.34 ; Log Settings - C:\Users\...\sysmonitorsettings.ini
File Edit View Filters Status Help
********** SysMonitor v9.0.1.0 build 845 **********
********** contact made with 10.32.39.34 at 09:44:06 14/8/2014 **********
********** System (10.32.39.34) has been up and running for 49mins and 13secs(2953422mS) **********
********** Warning: TEXT File Logging selected **********

The **SIPPhoneStatus** screen is displayed. Verify that there is an entry for each SIP user from **Section 5.6**, that the **User Agent** is "conaito", and that the **Status** is "SIP: Registered", as shown below. Place a call from a guest room to any hospitality groups from **Section 5.7**. Verify that the calling party hears the proper announcement from UMB.


SIPPhoneStatus
Total Configured: 3
Total Registered: 3
Waiting 1 secs for update
Registered Status
Extn Num | IP Address | Transport | User Agent | Licensed | SIP Options | SIP Events | Status | Last... | LastIPEndp
29001 | 10.64.101.150 | UDP | conaito | 3rd Party IP | R | | SIP: Registered | | 8/14/2014 9:21:26 AM
29002 | 10.64.101.150 | UDP | conaito | 3rd Party IP | R | | SIP: Registered | | 8/14/2014 9:21:28 AM
29003 | 10.64.101.150 | UDP | conaito | 3rd Party IP | R | | SIP: Registered | | 8/14/2014 9:21:30 AM
Display Options
Show All
Registered
UnRegistered
Print
Reset Phones
Cancel

7.2. Verify Configuration Web Service Integration

Use the PMS tool to perform a guest check-in. Verify that the guest name and user rights template is updated properly on IP Office.

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8. Conclusion

These Application Notes describe the configuration steps required for Informatec UMB Informatec to successfully interoperate with Avaya IP Office. All feature and serviceability test cases were completed with observation noted in **Section 2.2**.

9. Additional References

This section references the product documentation relevant to these Application Notes.

1. *Avaya IP Office Manager*, Release 9.0, Issue 9.01, September 2013, Document Number 15-601011, available at http://support.avaya.com.

2. *UMB Informatec Installation & Configuration Manual*, Version 7.2.2, February 2014, available as part of UMB installation.

3. *UMB Informatec User's Manual*, Version 7.2.9, available as part of UMB installation.

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